Table of Contents

1. Introduction

Overview

The **CoralVIEW Administrator** is a Windows-based configuration and database management system of the **Coral FlexiCom**. The Administrator offers a friendly graphical user interface, which eases and speeds up the process of updating and maintaining the Coral database.

This is accomplished using the Administrator forms that graphically present information needed for basic configuration and ongoing maintenance of the Coral system.

About this Manual

The *CoralVIEW Administrator User Manual* is targeted towards the system administrators and describes how to install, initiate and operate the CoralVIEW Administrator management system.

This manual covers the operation of the Administrator application in terms of user interface and general procedures.

This manual complies with Administrator version 2.5.2.

Conventions Used in this Manual

Before you start the installation, it is important to understand the symbols and typographical conventions used in this manual. These conventions and symbols indicate information that requires special attention.

CAUTION: Be aware of risk of damage to the Administrator system or its database.

NOTE: Indicates important information.

Typographical Conventions

The following typographical conventions have been used throughout this manual.

Menu Options	Menu options are displayed in italics. The > sign denotes a new menu option. For example: *Station > Station Definition > DKT*
Fields; Buttons	Fields and command buttons are displayed in **Bold Arial** typeface.

Disclaimer

The illustrations and other views, telephone displays or screen captures appearing in this manual are examples used to explain how the features and controls are used. Therefore, what appears on the display or screen capture in the illustrations may differ from what appears on the actual equipment, and some of the illustrations may represent something impossible in actual operation. The function that can be used and the information that can be displayed will differ depending on the telephony-state and external equipment being connected. The names of companies, products, people, characters, and/or data mentioned herein are fictitious and are in no way intended to represent any real individual company, product, or event, unless otherwise noted.

Minimum System Requirements

Before proceeding with the Administrator installation, check the following lists to ensure that the minimum prerequisites of a successful installation are present.

Software

- Coral version 11.xx and higher
- Windows NT 4.0 with Service Pack 4 and higher or Windows 2000
  (If Custom installation is selected, make sure to install the HyperTerminal option.); OR
  Windows 95, Windows 98
- Internet Explorer 4.0 or higher
- Microsoft Word 97 or higher

Hardware

- Pentium II 200 MHz
- 64 MB RAM
- 250 MB free hard disk space
- CD-ROM drive
- 15” Color Monitor SVGA (17” recommended)
- 2 MB graphic adapter supporting 800x600 resolution
- Free serial COM port
- Free parallel port
- Lock Device (HASP)

2. System Setup

Overview

Setting up the Administrator system is divided into four steps:

Once the ODB-API, Administrator and DESI software are installed, restart the computer.

Packing List

The Administrator kit contains the following items:

- Installation CD containing the Administrator software, ODB-API software, DESI software, DESI manual, and Administrator Online User Manual
- Lock Device (HASP)
- Administrator User Manual

ODB-API Software Installation

Log on to the computer using an account with local administrator permissions.

To install the ODB-API software, place the installation CD in the CD drive of the computer. The following splash window appears.

Administrator Splash Window

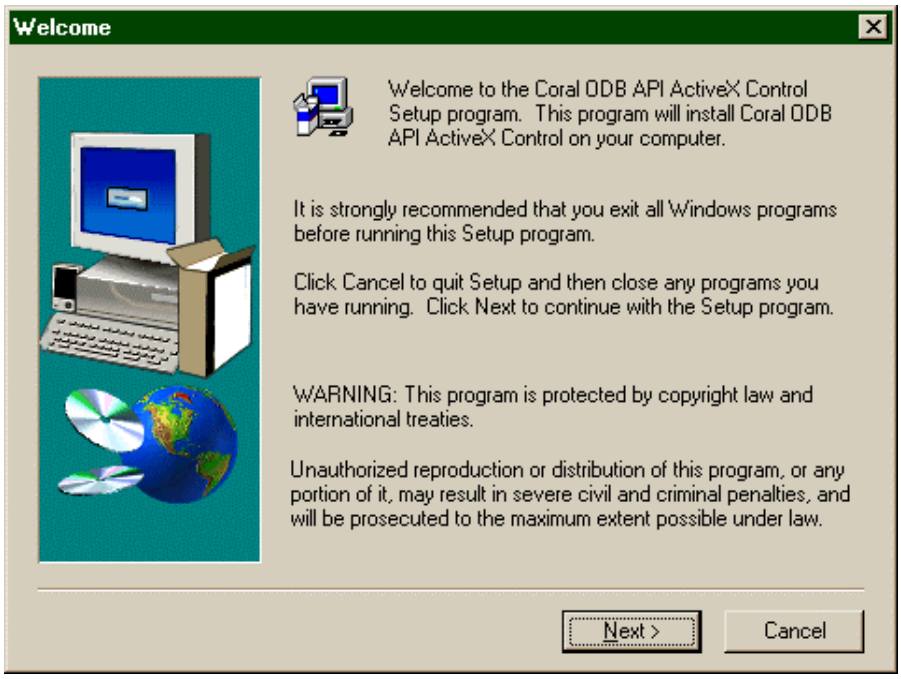
We recommend closing all other applications that may be running in the background.

Install the ODB-API software in the following way:

1. Click **Install ODB-API** and follow the instructions provided by the Setup wizard.

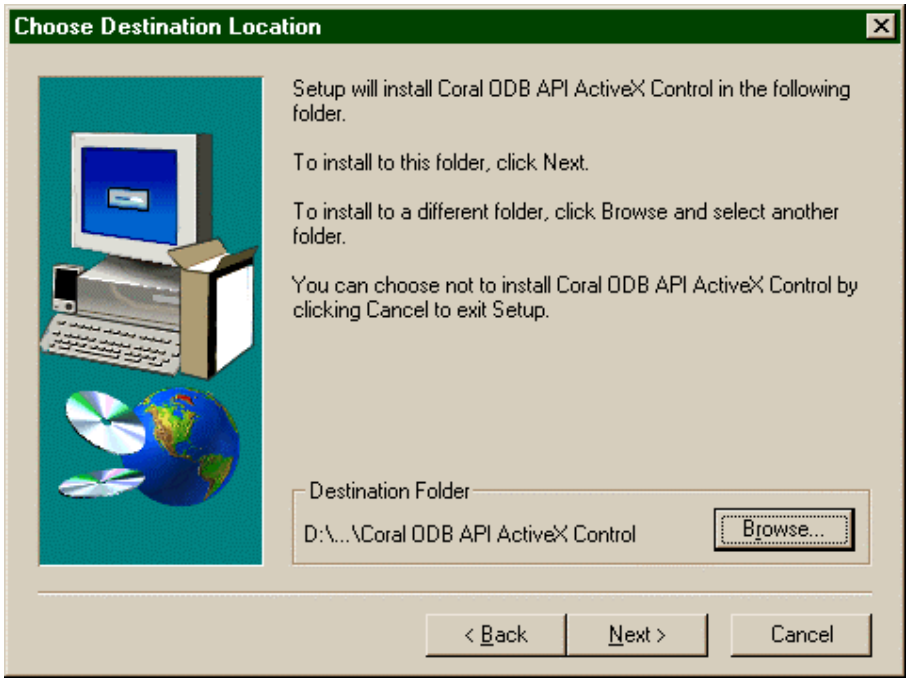
   Alternatively you may click **Exit** at any time to close the Setup wizard.

2. Click the Install ODB option to launch the installation wizard; the Welcome window appears.



ODB-API Setup, Welcome Window

3. Read the information presented in this window and click **Next** to proceed or **Cancel** to exit.

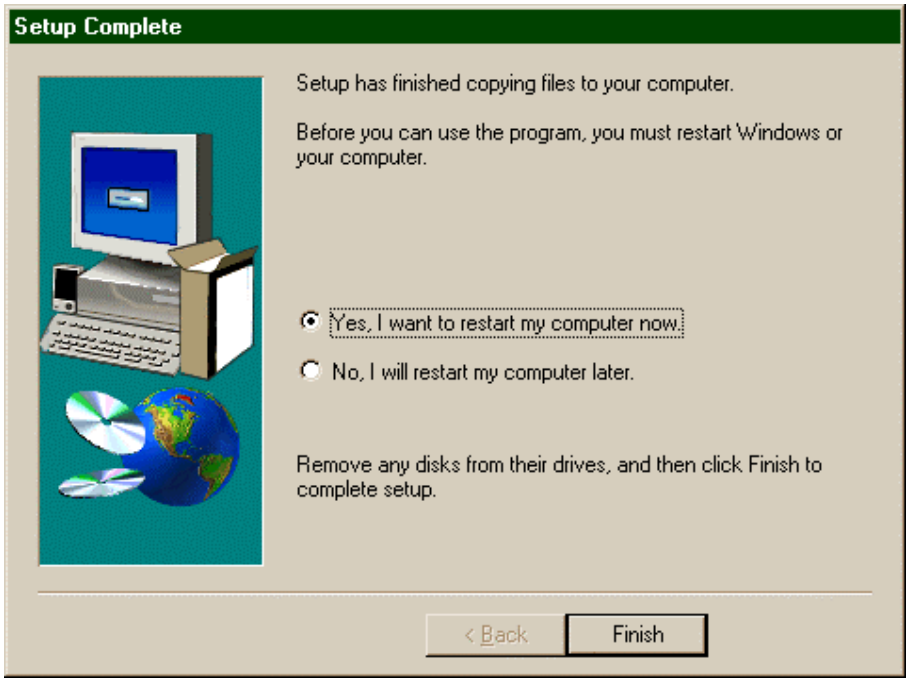


ODB-API Setup, Destination Window

4. In the Destination Location window, click **Next** to proceed with the installation or click the **Browse** button to select a different folder for the installation.

   The Setup wizard starts copying files into the specified directory. Allow the wizard a few minutes to finish copying files. At any point in the procedure, click **Cancel** to stop the installation.

   The *Setup Complete* window appears when copying files is finished.



ODB-API Setup, Setup Complete Window

5. Click **Finish** to complete the ODB-API software installation.

   After the PC restarts, continue with the Administrator software installation in the following section.

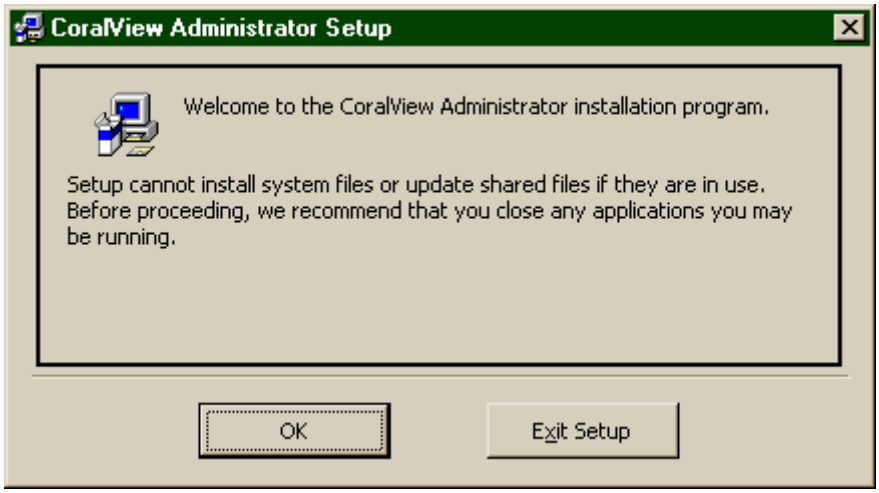
Administrator Software Installation

After you have installed the ODB-API software, log on to the computer.

1. In the Administrator Splash window (Page 2-2), click Install CoralVIEW Administrator.

   A message box appears indicating that files are being copied.

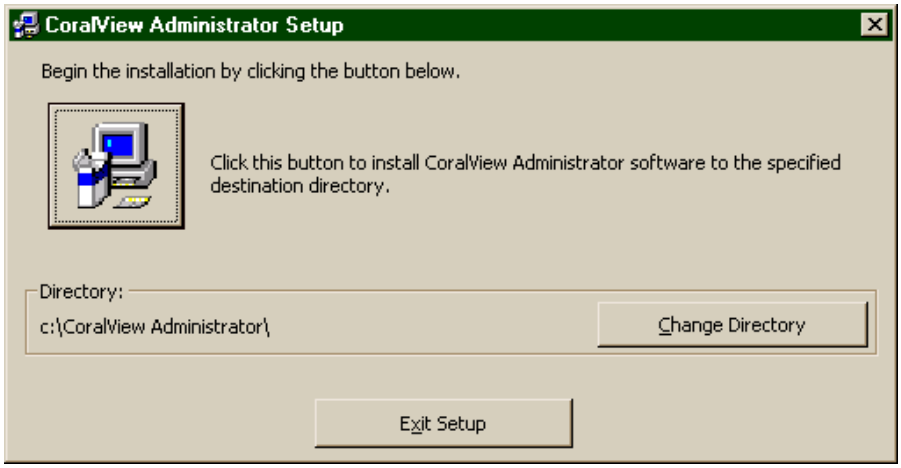
   After the required files have been copied, the Setup Welcome window appears.



Administrator Setup, Welcome Window

2. Close any applications that might be running and click **OK** to proceed with the setup or click **Exit Setup** to exit.

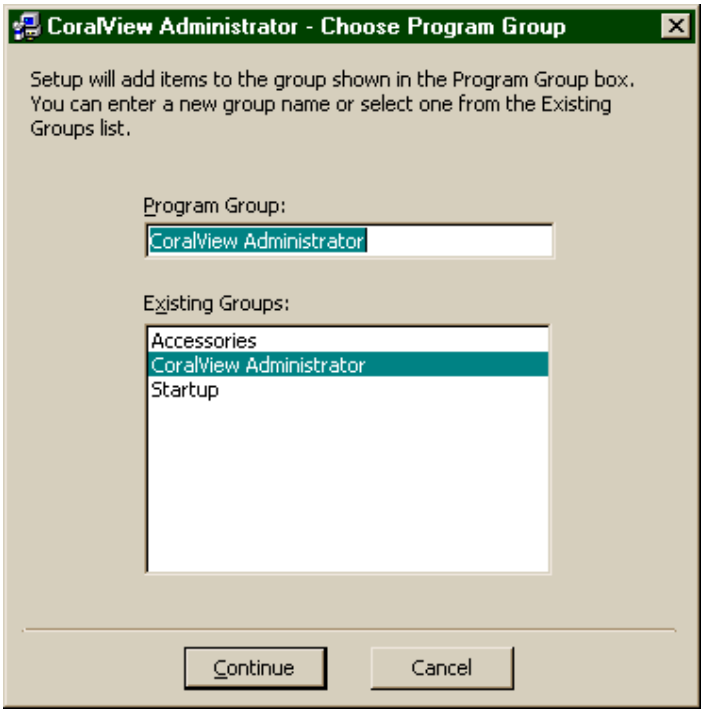
   The destination window appears.



Administrator Setup, Destination Window

3. Click the  button to install the software into the default directory.

   Alternatively, click **Change Directory** to select a different directory.
   The Program Group window appears.



Administrator Setup, Program Group Window

4. Click **Continue** to install the application under the default CoralVIEW Administrator Group.

   Alternatively, you can select a different group under **Existing Groups**.

   Installation takes 15-30 minutes. During the installation process, a bar indicates the progress of the installation. Click **Cancel** to stop the installation at any point during this process.

   When the installation completes, a *Successful Installation* message box appears. You should now restart the computer.

NOTE: If the Setup wizard finds a newer version of a DLL file than the one to be installed, click **Keep** in the message box that appears.

DESI Software Installation

To install the DESI software, click **Install DESI** and follow the instructions described in the DESI manual (included on the CD-ROM).

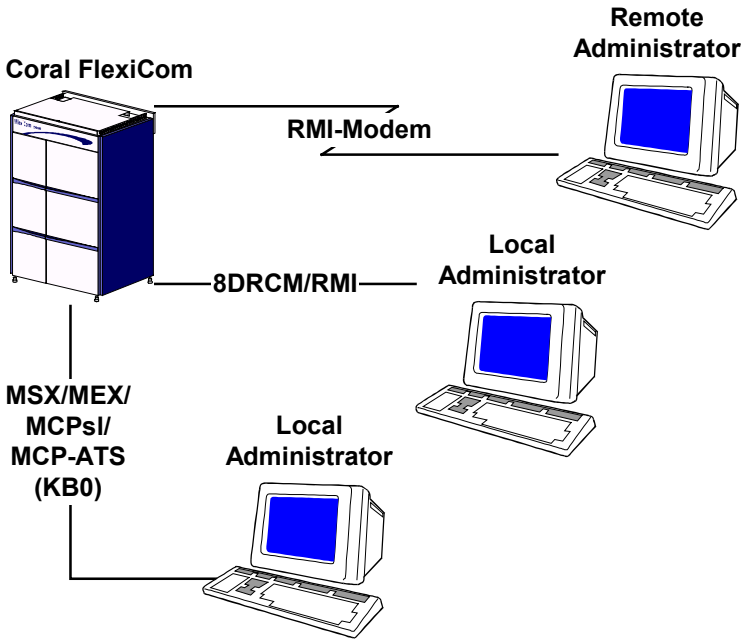
If a problem occurs with the installation, contact DESI Telephone Labels, Inc. directly via their web site: http://www.desi.com.

Connecting the Administrator (PC) to Coral FlexiCom

The connection between the Administrator computer and the Coral serial port permits database transfer at up to 38.4Kbps via the Coral system.

NOTE: For optimal response from the Administrator database, a baud rate of 9600 is recommended.

The Administrator PC communicates with the Coral via an RS-232 channel. The connection can be done via the following three channels:

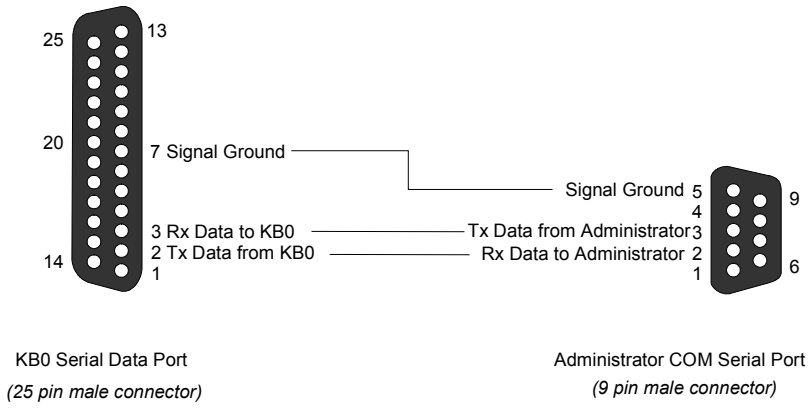


Administrator Connection

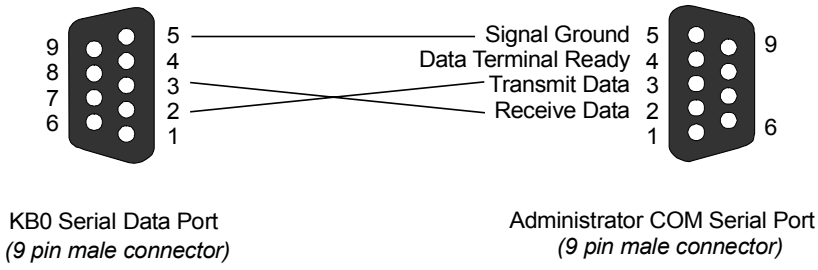
To connect the Administrator to the Coral FlexiCom:

1. Connect the RS-232 Administrator cable to the Coral serial port cable.

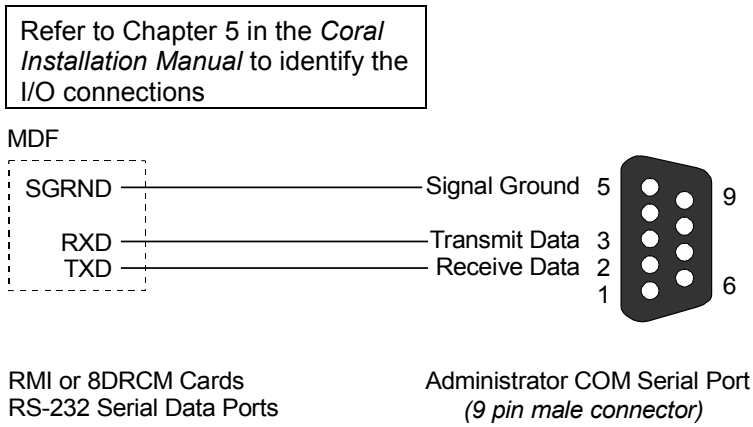
    a. Select the correct cabling option (according to the Coral RS-232 type). The options are described in the following figures:



FlexiCom to Administrator PC–KB0 port 25-pin male connector



FlexiCom to Administrator PC–KB0 Port 9-Pin Connector



FlexiCom to Administrator PC-RMI and 8DRCM Port

b. Run the cable from the Coral's MDF/KB0/KB1 RS-232 serial data port to the COM socket located on the Administrator computer.

c. Place the DB-9 plug into the COM socket located on the Administrator computer.

2. Connect the other end of the cable to the Coral Serial Port Interface located on the KB0/KB1 socket or RMI/8DRCM Coral Peripheral card through the MDF.

3. Insert the Administrator Lock Device (HASP) into the parallel port of the Administrator computer.

CAUTION: The earth ground connection to the Administrator computer should be the same earth ground connection supplied to the Coral system whenever possible.

4. Write down the serial port number and its physical location for future administration needs and database programming.

   RMI/8DRCM Location: Shelf_____ Slot_____ Port #_____

PI Terminal # (0-3, 5-7)_____

Refer to *Chapter 17* in the *Program Interface Reference Manual* for PI Interface Terminal number.

For more information about RMI or 8DRCM RS-232 Interface pin number and function assignments, see *Chapter 5, External Connections (Peripheral Cards Connections)* of the relevant *Coral Installation Procedure and Hardware Manual*.

For more information about FlexiCom 200 and Coral SL KB1 RS-232E Interface pin number and function assignments, see *Section 9.4, Remote Maintenance and Auxiliary Functions (RMI)* of the *Coral SL (FlexiCom 200 Base Unit) Installation Procedure and Hardware Manual*.

3. Getting Started

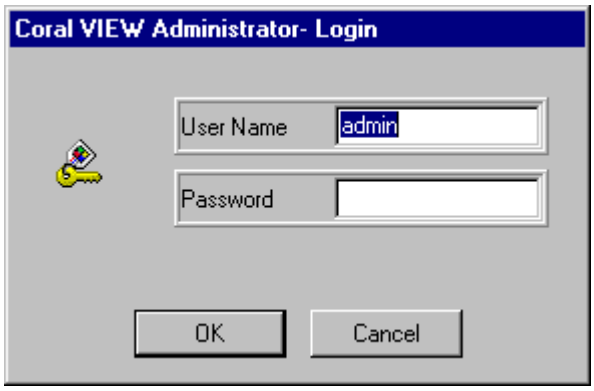
Logging on and the Administrator Start Window

1. To log on to the Administrator, click Start and then select *Programs > CoralVIEW Administrator> CoralVIEW Administrator*.

   Or

   Double-click the desktop shortcut.

   The Login dialog box appears.

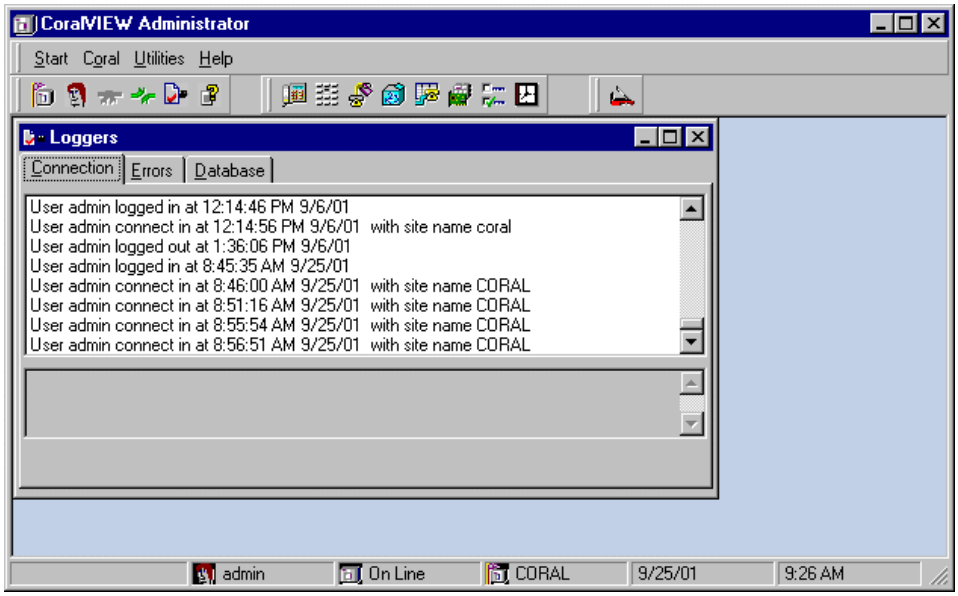


Login Dialog Box

2. On initial login, use the default user name (Admin) and password (Admin) to login to the application. The Administrator Start window appears.

   The Start window is used to:

   - Connect or disconnect to Coral FlexiCom.
   - Manage and configure sites and users.



Administrator Start Window

By default, the Start window displays the Administrator Loggers window that logs system information in three tabs:

- Connection tab—keeps a record of logged-in users and time and date
- Errors tab—keeps a record of errors that have occurred in the system
- Database tab—keeps a record of get/update database operations

For more information on the Loggers window, see "Viewing Administrator Loggers" on page 4-7.

System Administration

Site Definition

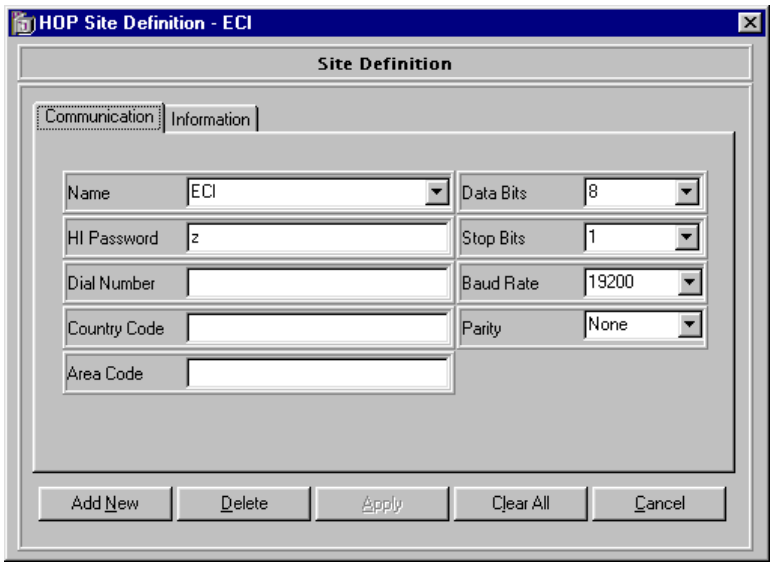
The Site Definition form allows defining sites with different connection settings. This saves the need to change the connection setting every time you want to connect to a different site.

Sites that are no longer used can be deleted or modified as needed.

To define sites:

1. In the Start window, select *Start* > *Site Definition*.

   The Site Definition form appears.



Site Definition Form, Communication Tab

The Site Definition form includes two tabs configured separately.

- Communications tab—used to enter essential information required by the Coral FlexiCom.
- Information tab—used to enter other information regarding the site.

2. Enter the necessary information, as detailed in the following sections.

3. Click **Add New**
   The fields are cleared and you can enter the necessary information for the new site.

4. In the **Name** box, type in the name of the site.

5. Enter the Coral password in the **HI Password** box.
   You can enter any of the four Coral password levels.

6. Enter values for the other parameters according to the following table.

Field Name	Description	Default/Range
Dial Number	Dial number for the site. Used in modem communication.	Not Available
Country Code	The country code. Used in modem communication.	Not Available
Area Code	The area code. Used in modem communication.	Not Available
Data Bits		Default: 8 Range: 7-8
Stop Bits		Default: 1 Range: 1-2
Baud Rate *(Mandatory field)*		Default: 9600 Range: 1200-115200 bps
Parity		Default: None Range: Even, Odd, None, Mark, Space

7. Click **Apply** to save the changes.

   The system checks the validity of the new site. In case one of the values is not valid, an error message appears and the action is not confirmed.

NOTE: The **Apply** button is not available until you enter values in the mandatory fields (Name, HI Password, Baud Rate).

8. Select the Information sheet, and type in values for the field(s).

9. Click **Apply** to save the changes.

To delete an existing site:

1. Select the site in the Name box.

2. Click **Delete**.

   A warning message appears and the site is erased after the deletion has been confirmed. The Properties sheet displays details of the next site in the database.

To modify an existing site:

1. Type the new value in one of the fields (or more).

   Click **Clear All** to clear information from all the fields.

   Click **Cancel** to close the Properties sheet without applying changes.

2. Click **Apply** to confirm the changes and save the new configuration in the system.

   If one of the mandatory fields is still blank, the **Apply** button appears grayed out (disabled) and changes cannot be confirmed.

User Definition

The User Definition form allows for management of users in the Administrator system.
This includes adding new users, deleting users, and modifying existing users.

On initial entry to the system, only one user (Admin) is defined. This user can not be deleted.

NOTE: We recommend changing the password of the Admin user for security reasons. Make sure not to lose this password.

To define a new user:

1. In the Start window, select *Start* > *User Definition*.

Users Definition Window

2. Click **Add New**.

   All the fields in the window are cleared.

3. Enter parameter values for the new user as detailed in the following table.

Field Name	Description	Range
*UID	User ID. A string of characters	
First Name	User first name	28 alphanumeric char.
Last Name	User last name	28 alphanumeric char.
Phone	User phone number	12 numeric char.

   * Mandatory field.

4. Click **Change Password**.

   The Password Definition dialog box appears.

Password Definition Dialog Box

5. Type in the user password in the top field, and re-type it in the bottom field.

   The password may contain a maximum of 24 alphanumeric characters.

6. Click **OK** to close this dialog box and to return to the User Definition window.

7. Click **Apply** to save the new user in the system database.

   The new user is added to the system. In case one of the values is not valid, an error message appears and the action is not confirmed.

NOTE: The **Apply** button is not available until you enter values in the UID mandatory field.

To delete a user:

1. In the **UID** box, select the user you wish to delete.

2. Click **Delete**.

3. In the warning message that appears, click **OK** to confirm the deletion.

Connecting to the Coral FlexiCom

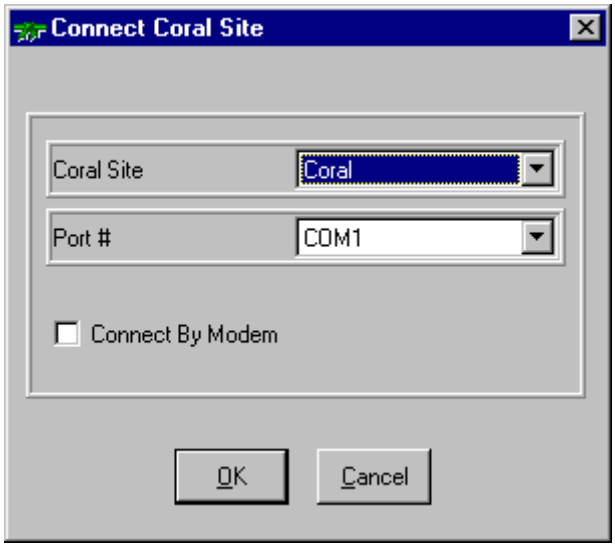
Connecting to the Coral

After setting the site definition as described in the previous sections, you are ready to connect to the Coral FlexiCom.

To connect to the Coral:

1. In the Start window, select *Start* > *Connect*.

   The Connect Coral Site window appears.



Connect Coral Site Window

2. In the **Coral Site** list, select the site to which you wish to connect.

3. In the PORT# list, select the physical port that connects to the Coral.

   Alternatively, click the **Connect by Modem** checkbox when using an internal or external modem to connect to the Coral.

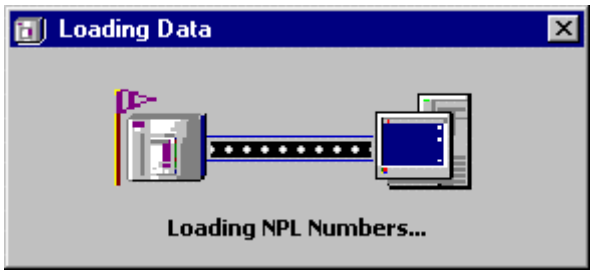
The **COM #** list changes to the **Modem #** list and you can select a modem in the list of available modems.

4. Click **OK** to start the connection.

   The Administrator begins transferring information from the Coral FlexiCom to the PC.

   The download process takes about two minutes (depending on the size of the NPL, the baud rate, and the computer type). An animated message box displays the current stage of the download process.

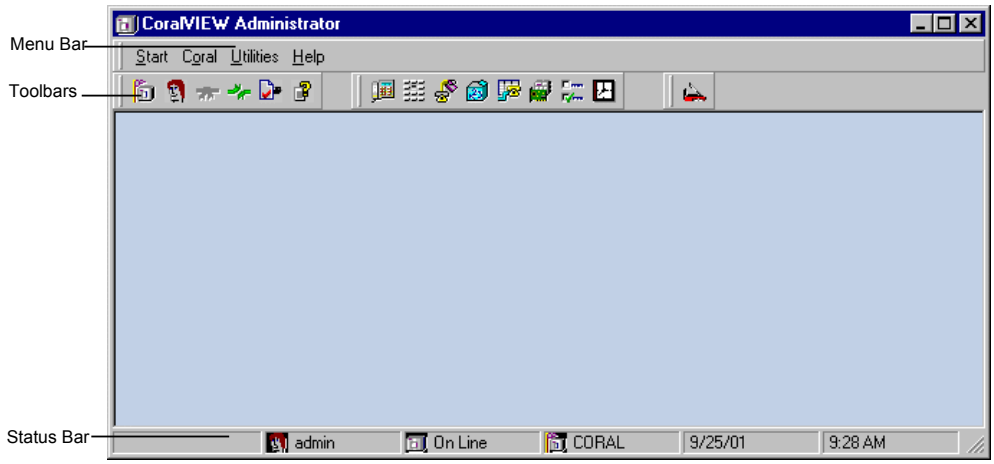
   At the end of this process the Administrator main window appears. Allow the Administrator a few seconds to build its database.



Progress Indicator

Administrator Main Window

Following a successful login, the Administrator main window appears. This window provides a menu bar, toolbars, status bar and the main work area in which to display the various forms through which the system is maintained. These tools are described in the following sections.



Administrator Main Window

Menu Bar

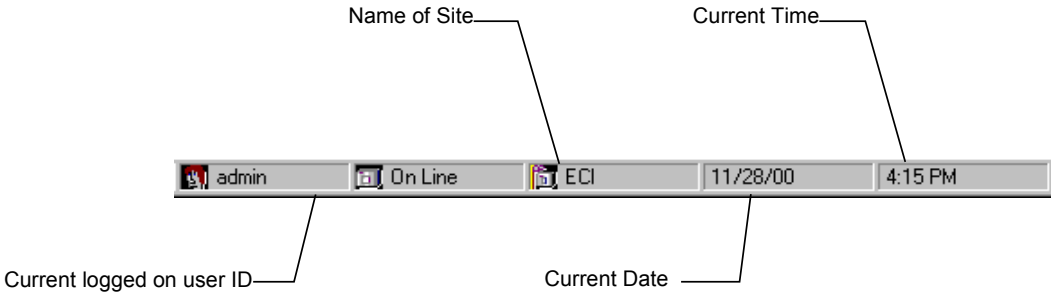
The menu bar provides access to all areas of the Administrator.

Toolbars

The toolbars provide quick access to all Administrator forms and administrative features.

Status Bar

The Administrator Status bar provides information on the current Administrator session and connection settings. The information is presented from left to right.



Status Bar

4. Basic Operations

Overview

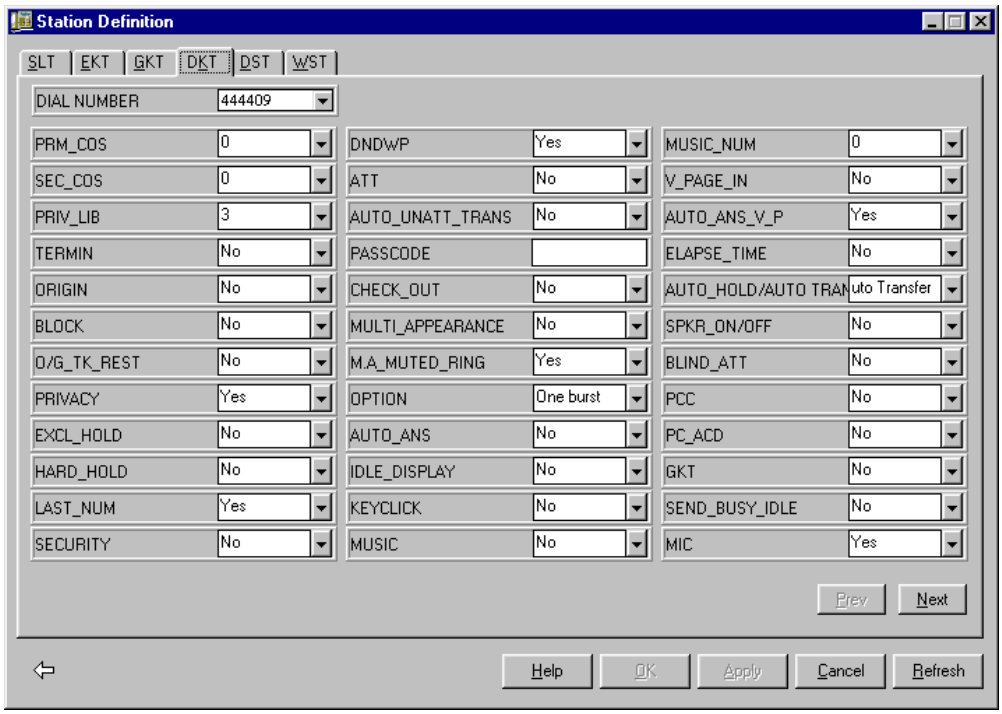
Basic Operations cover general operational procedures of the Administrator application. This includes the following issues:

Using Forms

Programming and maintenance of the Coral FlexiCom using the Administrator involves entering information in forms. The forms are dialog boxes that normally display an entry (e.g. station) and the properties or features associated with this entry.

In most of the forms in the Administrator you are required to make an entry to view information in the form. Three forms do not require an entry. Two of these forms (Coral Time and Hardware Graphic Map) display system-wide parameters, and the information is displayed automatically when the form opens. The third form (Hardware Data) is an administration tool used to configure the Hardware Graphic Map.

NOTE: A "Do you want to save the changes" message appears when trying to close a form, change an entry, or click another tab after updating a parameter in the form.



Station Definition Form

Six buttons appear at the bottom of every form. These buttons are used to perform general operations with the form. These buttons are context-enabled.

Button	Description
OK	Sends the changes to the Coral database and closes the form.
Apply	Sends the changes to the Coral database without closing the form.
Cancel	Closes the form without sending changes.
Refresh	Recollects data from the Coral database.
Help	Opens online help regarding the current form.
	Opens a list of all Administrator forms, see “Browsing Forms Using Links” on page 4-5.

Entering Information in Forms

Administrator forms contain several elements that differ in the manner in which you enter information. The following table summarizes the most typical ways of entering information in the Administrator forms.

Element	To enter information
Text box	Click inside the box and type in the required value.
Drop-down Listbox	Click the down arrow next to the box and select a value. Or Click inside the box and type in a value.
Spin box	Click the up or down arrows next to the box to increase or decrease the value.

- To view current values of parameters, place the mouse pointer over the parameter.

  A ToolTip with the parameter's value appears.

- To view full names of parameters, place the mouse pointer over the parameter name.

  A ToolTip with the parameter's full name appears.

Browsing Forms Using Links

Adjusting system settings often requires resetting parameters for a number of different forms. Therefore, each form in the Administrator features the Links  icon at the bottom-left corner of the form.

Click this button to open a list of all Administrator forms. Since all other forms also feature this button, this is an excellent method to quickly browse between forms.

If the source form and the related form require the same entry, the related form opens with the entry currently opened in the source form.

If the source and related form do not require the same entry, the related form opens with no entry.

When this button is accessed from the Hardware Graphic Map form, an additional link appears to the Hardware Data form. This form is used for configuration of the Hardware Graphic Map.

Navigating Through the Administrator

The Administrator offers two different ways to navigate through the application. Users can choose the most suitable way to fit their needs.

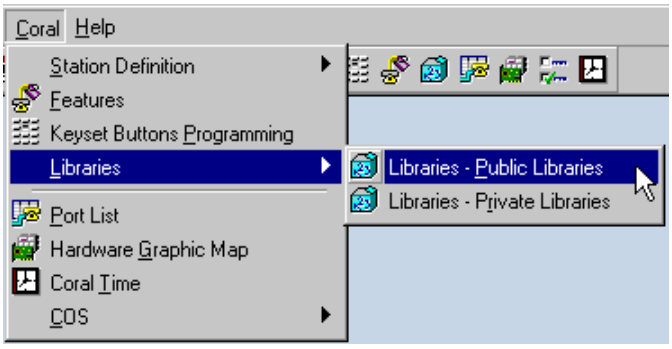
Navigating with the Toolbars

The toolbar in the Administrator operates like any other menu bar in a Windows-based application. The Administrator has three toolbars; the *Start* toolbar provides access to Administrator system functions, the *Form Menu* toolbar provides access to the Administrator forms, and the *Utilities* toolbar provides access to the DESI Plus labeling application.

Navigating with the Menu Bar

The menu bar in the Administrator operates like any other menu bar in a Windows-based application. The menu bar contains four main menus: *Start*, *Coral*, *Utilities* and *Help*. These menus provide access to Administrator management, system maintenance and monitoring, FlexSet labeling, and system help.

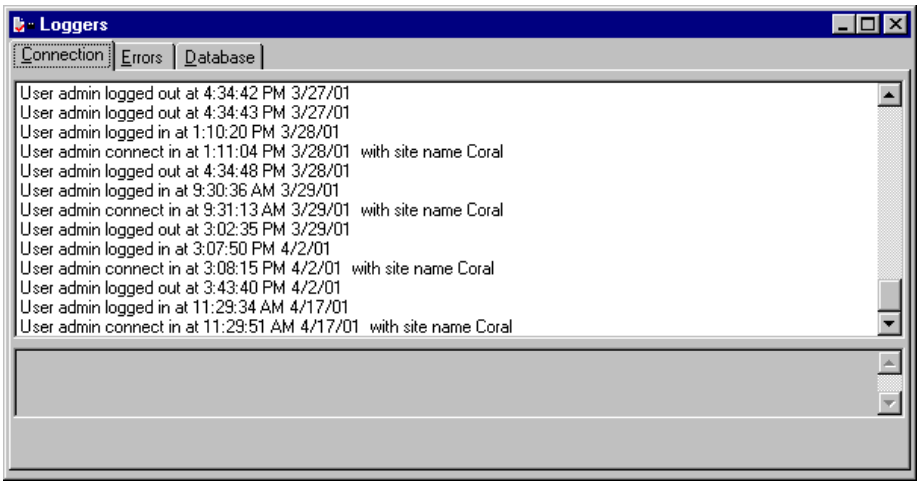
To open a form, click the relevant menu option. If a form distributes information over several tabs, a small arrow next to the form's name indicates it. Click the arrow to display the tabs and then select one of the tabs. The form opens to the selected tab.



Station Menu, SLT Database Options

Viewing Administrator Loggers

The Loggers window displays recorded information regarding system use and users. The window divides into three different records distributed over three tabs accordingly.



Loggers Window

The loggers are described in the following table.

Logger	Description
Connection	List of users who have logged into the system with their login and logout times.
Error	List of errors that occurred during the current session. The information is deleted when you logout.
Database	List of operations that were executed during the operation of the Administrator.

To open the Loggers window, select *Start* > *Show Loggers* in the main menu, press the **F2** function key, or click the  icon on the toolbar. Repeat the action to close the window.

Right-click in any logger to access the following options:

Option	Description
Save As	Saves the database file in common file formats.
Print	Prints the document to the PC default printer.
Logger Options (only relevant for database logger)	Lets you select between two logging options: • Update & Fetch–all Put and Get operations. • Update–only Put operations (default).
Clear Database	Deletes all records in the current logger.

In the bottom panel, you can scroll through long lines that do not fit into the Loggers window.

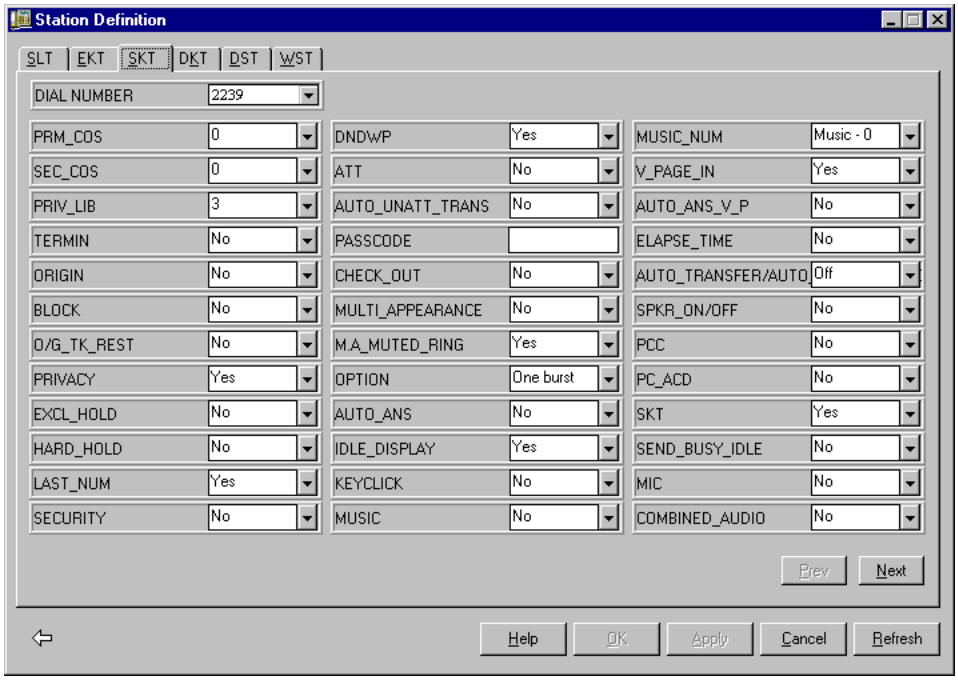
5. Administrator Forms

Overview

The following section describes all the forms in the CoralView Administrator. The following forms are available:

Station Definition

Use the Station Definition form to program and display Wireless, SLT, EKT, SKT (FlexSet 80, 120S, 280S), DKT (FlexSet 120, 120D, 280, 280D) and DST (FlexSet 120L) keysets. The form contains six tabs, corresponding to each type of station. By default, the fields are blank; selecting an extension number from the Dial Number listbox completes the fields with the station information.



Station Definition

The tabs consist of a number of different fields, which display information relating to the station selected in the Dial Number listbox. These fields are editable and allow you to update the station information through a list of available options in the listboxes. For more information see Entering Information in Forms, on page 4-4.

At the lower right of some of the screens are two buttons, **Prev** and **Next**.

- Click **Next** to show additional fields
- Click **Prev** to return to the previous display

A full explanation of all the available parameters is shown on the following pages. These parameters are listed alphabetically for easy reference. Note that

NOTE: Some parameters are relevant only for specific station types.

Station Definition Parameters

ACTIVE DPEM ID'S **Active DPEM (Digital Programmable Extension Module) Ids**

Determines whether the system recognizes the presence of a DPEM (FlexSet 40B) connected to a DKT. This parameter displays the number of DPEMs connected to the selected keyset.

1 - (One DPEM: 40 Keys)
2 - (Two DPEMs: 80 Keys)
3 - (Three DPEMs: 120 Keys)

ALERTING_ MAKECALL **Alerting MakeCall**

When the Coral FlexiCom has been instructed to connect two ports (stations), this feature determines whether the called station rings as follows:

Entering Y causes only the calling station to ring. Only after the calling keyset is answered does the call go through causing the called station to ring.

Entering N causes both stations to ring simultaneously. When the calling station answers the call, then it hears a ring back tone until the called station answers.

ALTERNATE_ LINE_ID **Alternate Line ID**

Defines the alternate ID number for a caller's line to be displayed at the terminating end. The ID number is determined in the ISDN/ALI table. This parameter, however, defines the index number within the table.

ANNOUNCER **Announcer**

Determines whether a SLT station is used only as an announcer destination for ACD/UCD recorded announcements or wakeup announcer destination.

AOC-E_DISPLAY **AOC-E Display**

This parameter is relevant to keysets equipped with a display module.

Defines whether the keyset display shows the call cost at the end of the call.

Tip: In Hotel/Motel installations, in order to charge telephone rates that differ from local telephone costs, enter N.

ATT **Attendant**

Identifies the station as having Attendant station privileges and Class of Service.

AUTO_ANS **Automatic Answer**

This toggle feature causes the speakerphone to automatically answer calls after a predetermined number of rings.

AUTO_ANS_V_P **Automatic Answer to Voice Page**

Determines whether voice page to station is automatically answered.

Y: Enables two-way conversation.
N: Disables the keyset microphone (effecting one-way communication) until manually answered.

AUTO_HOLD/ AUTO_TRANSFER/ OFF **Auto-Hold, Auto-Transfer, Auto-Join**

When a station is engaged in a regular call (2-way), this parameter may be used to define what to do with the ongoing call when another call comes in on the line.

Enter 3 (Auto Join) to automatically have a new incoming call join the call in progress when the user presses any keyset button, or to have a call placed on hold join the call in progress by pressing the blinking hold button.

Enter 2 (Auto Hold) to automatically place the in-progress call on hold when any keyset button is pressed. The user can now continue to dial another number while the original call is held.

Enter 1 (Auto Transfer) to automatically place an in-progress call in transfer mode when any keyset button is pressed. The user can now continue to dial another number that will automatically transfer the call to that number.

Enter 0 (Off) so that none of these options is available.

AUTO_ RELEASED_ALL

Automatic Agent Release

Defines whether or not the system will automatically release an ACD agent that does not answer a call, within a predetermined time interval.

Once the agent is released, no calls are transferred to him/her thus improving the ACD group response time. The released agent is automatically resumed by the system as soon as he/she activates any key at the station.

Set this parameter to Yes to allow the system to automatically release ACD agents when they are not active.

AUTO_UNATT_ TRANS

Automatic Unattended Transfers

Automatically transfers unanswered calls after a programmable period. Applies only to Attendant Stations (ATT must be set to Yes).

When set to Yes, the attendant console will go into unattended mode (automatically) and all incoming calls will be refused.

When set to No, the attendant console will remain idle.

BELL_UNA

Bell UNA Group

Defines whether the idle display of the GKT will show the telephony features relevant to a Bell UNA group, allowing activation via the Soft Keys.

Set this parameter to Yes if the station user is a member of a Bell UNA group.

BLIND_ATT

Blind Attendant

Identifies the keyset as being connected to a proprietary console for the visually impaired (VSM). To transmit aural messages, the keyset should be equipped with a display unit because the voice messages are linked to the visual messages.

When this parameter is set to Yes, LANGUAGE must be set to English.

BLOCK

Block Calls

Blocks the station from originating or receiving all (internal and external) calls.

BOSS **Boss group**

Defines whether the idle display of the GKT will show the telephony features relevant to a boss group, allowing activation via the Soft Keys.

Set this parameter to Yes if the station user is a member of a Boss group.

BUT_NUM **Number of Buttons**

Displays the number of programmable keys.

0 - Eight keys
1 - Sixteen keys
2 - Twenty four keys

CALL_TRACE **Call Trace**

Traces the next **x** (a system-defined variable) calls to the station. The number of calls to be recorded is defined in the #_OF_CALLS_TRACED field.

CCR_TONE **Collect Call Reject Tone**

Or

COLLECT_CALL_ REJECT_TONE

On an incoming external call, defines whether to send a special tone to the Central Office (PTT) attendant indicating that the CORAL called party may not accept a collect call.

Set this parameter to Yes to send the collect call reject tone to the Central Office (PTT) attendant. The attendant, upon hearing this tone, will deny the request for a collect call connection and disconnect the call.

CHECK_OUT **Check Out**

Determines whether or not the station is in "Check-Out" status.

When set to Yes, the station Class of Service is changed to a system defined Class of Service.

COLLECT_CALL_ REJECT_TONE **See CCR_TONE**

COMBINED_ AUDIO

Combined Audio

Allows simultaneous use of the speaker and the handset (not available for DSTs (FlexSet 120Ls)). The speaker can be activated by pressing the SPKR key while conversing. Conversation is carried on as usual through the handset, while the conversation is also broadcast through the speaker. Pressing the SPKR key while in Combined Audio reverts the keyset back to private conversation.

DISPLAY_SIZE

Display Size

Identifies the keyset display type.

0 = No display	Telephones without display
1 = 2 rows x 16 characters	DSP32 (EKT/VDK); DKT with APA for PCC or CAP; Wireless telephones (2 x 9)
2 = 2 rows x 24 characters	DSP48 (DKT1110, FlexSet 120D)
3 = 2 rows x 40 characters	DSP80 (GKT/DKT2X1X, FlexSet 280D)
4 = NOT USED	

DNDWP

Do Not Disturb Whisper Page

Defines whether this station can prevent other stations from whisper paging (paging only one party) to this station during an ongoing conversation.

Selecting Yes will prevent whisper pages.

EIS

EIS

KSI Special Mode.

When set to Yes, the SLT becomes the communication device, but the EKT keypad and dial pad is used for dialing. EKT Voice operation is turned off. The SLT Onhook is regarded as a disconnect signal so that the call can be cleared. In this configuration, the SLT is the master and the EKT is the slave.

When set to No, both the EKT and SLT operate in parallel as regular telephones.

This feature is typically used when the EKT is used for its keys and the SLT is used as the audio connection.

ELAPSE_TIME **Elapse Time**

Determines whether the call duration is displayed on the system lines for external or network calls. The elapsed time is shown in HH:MM:SS format up to (13 hours) 12:59:59.

EXCL_HOLD **Exclude hold**

Boss group member can place a call on hold that can be retrieved from hold only by the station that originated the hold condition.

GKT **Graphic Key Telephone**

Defines the keyset as a Graphic Key Telephone (FlexSet 80 or GKT).

GKT:HUNT **Hunt Group**

Defines whether or not the idle display of the GKT will show the telephony features relevant to a Hunt group, allowing activation via the Soft Keys.

Set this parameter to Yes if the station user is a member of a Hunt group.

GRP_CALL **Group Call**

Defines whether or not the idle display of the GKT will show the telephony features relevant to a group call, allowing activation via the Soft Keys.

Group Calls are preset conference calls.

There are two types of Group Calls.

- Group Call with pre-defined members. One member initiates a call by pressing a pre-programmed DSS Group Call key (or dialing the group call access key) which rings the other stations.
- Multi-Party Conference where any system station can initiate a conference by dialing the conference number code (default feature dial number: 7098 or 7099).

HARD_HOLD **Hard Hold**

Defines whether or not a station with an established call on hold is considered busy for additional incoming calls. The station can still initiate calls.

No: Idle for incoming calls and for initiating calls.
Yes: Busy for incoming calls and idle for initiating calls.

HOOK_FLASH_RELEVANT **Hook Flash Relevant**

Determines whether the Hookflash operation (i.e. dialing 1 or pressing flash) by the SLT can be accepted by the system. Entering No disables the hookflash operation.

IDLE_DISPLAY **Idle Display**

Idle Display is used to hide station system lines.

When the station is in idle state, the system lines display the time, date and group name on the first line and the agent's name and number on the second line. When the station is not in idle mode, the system lines change to reflect the current telephony operation.

When the idle display is turned off, the system lines do not appear when the station is in idle mode. However, the system lines return to reflect current information during all other modes: ring, busy, feature activation, etc.

INSTALLED_DPEMS **Installed DPEMs (Digital Programmable Extension Modules)**

Determines the database memory that is allocated for the DPEM (FlexSet 40B) by defining the amount of DPEM keys that can be used (including no DPEM at all). Four different DPEM configurations are available. When allocating the number of DPEM keys, the amount must be equal to or greater than ACTIVE DPEM ID's defined, otherwise the DPEM installation is denied.

When ACTIVE DPEM ID's = None, enter 0 for INSTALLED_DPEMS to clear memory space for other users.

0 - (No)
1 - (One DPEM: 40 Keys)
2 - (Two DPEMs: 80 Keys)
3 - (Three DPEMs: 120 Keys)

KEYCLICK **Key Click**

Determines whether a keyclick is heard when a key on the dial pad is pressed.

KSI **KSI**

Defines whether a KSI is installed and connected to the 2SK/4SK/8SK port. The information is automatically updated by the system.

Identifies the EKT has having a KSI interface. The KSI Interface provides the capability to connect SLT units in parallel with EKT units. When a system is defined as KSI, the SLTs and EKTs are completely synchronized. The KSI interface provides ringing signals, hookswitch control and signaling, as well as Message Waiting indications for the SLT. Examples of SLT devices and their usages include:

Standard Cordless Home telephones

Facsimile machines

Answering machines

Modems

Additional telephone in hotel suite

KSI_TYPE **KSI Type**

EKT To SLT Interface. Identifies the parallel SLT as having rotary (pulse dial) or DTMF dialing. To use a DTMF telephone, an 8DRCM card must be installed in the system.

Select 1 to permit DTMF and pulse dialing on the same line, called MIXED SLT. This parameter is relevant only when KSI is installed, see KSI above.

When the KSI is not connected, set KSI TYPE to 0.

LANGUAGE **Language**

A maximum of 4 different languages can be loaded per one Coral system. This option determines which language is used by the keyset. Language is user-modifiable.

This parameter is relevant when DISPLAY_SIZE is not set to 0.

The correlation between Default, 2nd, 3rd and 4th set of messages is fixed by the manufacturer for each system.

Entry language	Eu0 Eu1 Eu2	Eu3 Eu5	Eu4	Eu6	CC0 CC2-6	CC1
Default	English	English	English	English	English	English
2nd entry	Dutch	Dutch	Dutch	Polish	Portugese	Portugese
3rd entry	German	German	German	German	German CC0: French	German
4th entry	French	Spanish	Hungarian	Spanish	Spanish	Hebrew

LAST_NUM **Last Number Redial**

Determines whether a station can repeat the last external or network number dialed. Also defines whether or not the station user can save the last number for future dialing, when enabled by COS.

M.A_MUTED_ RING **Multi Appearance Call Muted Ring (see Multi-Appearance)**

Determines whether a second indication ring is active (Yes) or not active (No). When set to Yes, the first multi-appearance call is received both with a muted ring tone and a display message on keysets equipped with a display panel.

This parameter is only relevant when MULTI_APPEARANCE is set to Yes, and is useful for reminder, Wake-up, Camp-on, Call-back, etc.
Refer to MULTI_APPEARANCE (below).

MIC **Microphone**

Identifies the station as equipped with a microphone.

MULTI_ APPEARANCE

Multi Appearance

This parameter applies only to Incoming internal calls. Incoming external calls always appear as multi-appearance. The calling party hears a "2nd Ringback" tone (i.e. a call waiting tone) dependent upon system settings.

Defines whether a station can receive several internal calls on a single line, even though the station is active.

When set to Yes, the called station receives a call-waiting tone and the calling party hears a ringback tone.

When set to No, the called party does not receive any indication and the calling party receives a busy tone.

MUSIC_NUM

Music Number

Determines the background music source to be sounded from the available options.

MUSIC_ON_HOLD/ TRANSFER

Music On Hold, Music On Transfer

Defines which music source is sounded on the called party's line when the station places a call on hold or transfers the call.

O/G_TK_REST

Outgoing Trunk Restrictions

Determines whether a station cannot originate any outgoing trunk calls.

Yes Restricts outgoing trunk calls.
No No restriction.

OPTION

Ring Type For Multi_Appearance 1st Waiting Call

Determines whether the muted ring tone at the station is sounded continuously or in one burst.

This parameter is relevant only when M.A_MUTED_RING is set to Yes. When one burst is selected the duration is determined by a system-defined parameter.

Yes One burst.
No Continuous.

OPX_STATION **Over Public Exchange Station**

The OPX station defines whether to light the message lamp indicator on SLT stations.

For SLTs that are directly connected to and operated from the Coral FlexiCom, set this option to No and the station lamp will light for waiting messages.

For SLTs connected to the Coral by means of another PABX or through the CO, this option should be set to Yes (disable message lamp) to prevent high voltage pulses from being sent over long distances.

NOTE: Set this parameter to Yes to prevent unnecessary damage to electrical circuits, voice mail systems, facsimile machines and modems because of information received over long distances. A distinctive tone will still be heard indicating a waiting message.

ORIGIN **Originate Calls**

Determines whether a station may *only* originate calls (and therefore not receive calls).

Selecting Yes will bar the user from receiving calls.

PASSCODE **Passcode**

Defines or changes the passcode needed to operate certain Coral features such as Phone Lock, Executive Privilege and COS Switchover.

The 4-digit passcode is user modifiable.

PC_ACD

Protocol for Connecting a Keyset to ACD

Defines the protocol type for connecting a keyset (APDL, DKT w/APA or FlexSet) to a proprietary CCM or ACD-PC station via a CSTS protocol or to another ACD system using any other protocol.

For applications using the CSTS protocol, set this parameter to CSTS_ACD (CCM Version 3 or higher).
For applications using any other protocol, set this parameter to ACD (CCM Version 2 or lower).
If the keyset is not connected to any ACD or ACD-PC application, enter No.

PCC and PC_ACD are mutually exclusive for the same keyset. If one is defined, the other will automatically be set to No.

CAUTION: This field should only be changed by a qualified technician. Please refer to the local dealer for guidance.

PCC **Protocol for Connecting a Keyset to PCC**

Defines the protocol type for connecting a keyset (APDL, DKT w/APA or FlexSet) to a PCC or CAP application. PCC also identifies the port as being used for Automated Attendant (AA) via 4IAA card.

For applications using the CSTS protocol, set this parameter to CSTS_PCC.
For applications using any other protocol, set this parameter to PCC.
If the keyset is not connected to any PCC or CAP application, enter No.

PCC and PC_ACD are mutually exclusive for the same keyset. If one is defined, the other will automatically be set to No.

CAUTION: This field should only be changed by a qualified technician. Please refer to the local dealer for guidance.

PEM_EXIST **PEM Exist**

For Display Only: Defines which PEM/MPEM the system recognizes as being connected to an EKT/VDK. The information displays the type of configuration installed. This information is automatically updated by the system.

0 - (No)
1 - (PEM 40 Keys)
2 - (One Multi-PEM: 40 Keys)
3 - (Two Multi-PEMs: 80 Keys
4 - (Three Multi-PEMs: 120 Keys)

PEM_INSTALLED **PEM Installed**

Determines the database memory that is allocated for the PEM by defining the amount of PEM keys that can be used (including no PEM at all). Five different PEM configurations are available. When allocating the number of PEM keys, the amount must be equal to or greater than the PEM_EXIST definition, otherwise the PEM installation is denied.

When PEM_EXIST = 0, entering 0 for PEM_INSTALLED clears memory space for other users.

0 - (None);
1 - (PEM 40 Keys);
2 - (One Multi-PEM: 40 Keys),
3 - (Two Multi-PEMs: 80 Keys),
4 - (Three Multi-PEMs: 120 Keys)

PICKUP **Call PickUp**

Allows the agent to answer any ringing station in the system.

PRIVACY **Privacy**

Prevents a third party from joining a conversation on a Boss line.

PRIV_LIB **Private Library**

Allows programming Private Libraries. Private Library determines the maximum number of speed call (Private Library) numbers available to the station.

A Private Library can be used to speed dial long numbers. Also, a Private Library is used to dial external or network numbers for features that allow only internal destinations such as Call Forward, Divert and Hunt features.

PRM_COS **Primary Class of Service**

Sets the station's primary Class of Service. A COS may be assigned to a single station, several stations or all stations.

SEC_COS **Secondary Class of Service**

Sets the station's secondary COS. This is typically the COS applied to the station when the system is in Night 1 or Night 2 mode.

SECURITY **Security**

Prevents "break-in" and other tones being sent to the station. This parameter is normally used when data (through a modem, facsimile or similar device) is being transferred.

SEND_BUSY_IDLE This parameter is not used.

SEND_CALLER_ID **Send Caller Identification**

For network calls, this feature defines whether the calling station's ID number is displayed on the called party's station.

SPECIAL_ SPEAKER_ ENVIRONMENT **Special Speaker Environment**

The speakerphone installed in the DKT is designed to cope with two states of environmental noise. Any DKT can be adapted to Environment Noise 1 or Environment Noise 2. Two Speaker Phone acoustical environment selection choices exist:

- 1 - Normal Acoustical Environment Noise.
- 2 - Special Acoustical Environment Noise

SPKR_ON/OFF **Speaker On/Off**

Determines whether the Speaker key is used as a speakerphone key (N) or as an ON/OFF (connect/release) key (Y).

Default values: Yes First keyset (Attendant).
No All other keysets.

TERMIN **Terminate**

Determines whether a station may *only* terminate (receive) calls (and therefore not originate calls)

Select Yes to PREVENT the user from making calls.

TYPE **Type**

Identifies the SLT station as having rotary (pulse dial) or DTMF dialing.

0: Rotary, pulse dial only.
1: Rotary and DTMF.

VM_CAMP_ON

Voice Mail Camp On

Enables the SLT line serving as a Voice Mail interface to camp on (i.e. set system to redial when called party is free) to a busy station when defined as Y. The line might need to camp on to a busy station as an Automated Attendant service requirement.

VOICE_MAIL

Voice Mail

Defines whether this station line can act as an interface for a Voice Mail system (select Y) or not (select N), or whether CoralMail-2 is connected to this line (select Y).

When the station is an IVR (Interactive Voice Response) destination, the IVR definition of the SLT affects the IVR operation as follows:

- If set to Yes, the IVR is simultaneously enabled with the ACD waiting queue. The call will not lose its place in the queue while interacting with the IVR.
- If set to No, when the station user answers, the call is disconnected from the ACD waiting queue.

V_PAGE_IN

Voice Page In

Determines whether a keyset can be voice paged through the station speaker (i.e. serves as the Voice Page Do Not Disturb feature when set to N).

ZONE_PAGE

Zone Page

This feature enables the user to page a pre-programmed group of keyset users. The entire group can be paged by dialing the Zone Page access code.

#_OF_CALLS_TRACED

Number of Calls Traced

Defines the maximum number of incoming "traced" calls to be recorded. The calls are recorded on a *last in, last out* method.

When CALL_TRACE is set to N, this parameter cannot be changed and remains as previously set.

Keyset Button Programming

Use Keyset Button Programming to adapt the keyset to the user's personal and professional needs. Features can then be activated or deactivated at the press of a programmed button. Features requiring feature destinations, such as Divert Call can also be programmed on a keyset button for immediate activation of the feature.

The number of programmable keys varies according to keyset type. All keysets include four Fixed System keys, numbered F1 to F4 (located on the lower left-hand corner of the keyset) that are defined system-wide. Changing the programming for one of the Fixed System keys at any station automatically updates this button system-wide.

Keyset Button Programming, FlexSet 280S

Select an extension number in the **Station** listbox**.**

Place the mouse pointer over one of the programmable keys. A ToolTip appears showing the content of the button and its dial number.

The button label is generated automatically by the Administrator and indicates the programming content of this button. For example:

- Stations station name if available or station number
- Feature abbreviated feature name
- Network number the string “Net #”
- Trunk Group name if available, or trunk group number

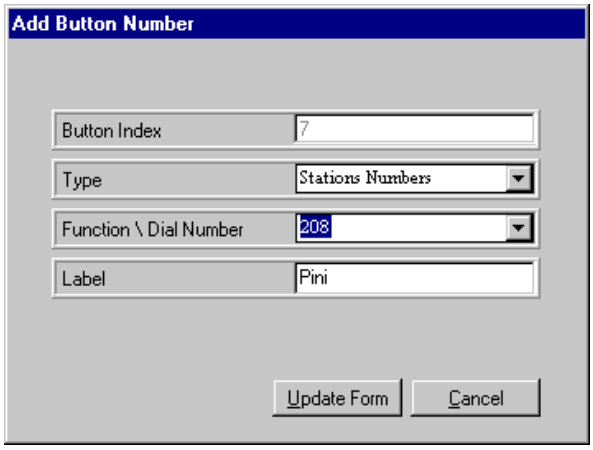
Icons of Digital Programmable Extension Modules (DPEMs) connected to this keyset appear above the keyset picture. Click the required DPEM icon to display a picture of DPEM button programming.

To program buttons:

1. Right-click a button and then select the required option in the shortcut menu that opens. These options include:

Option	Description
Add New Number	To program a button that has not been defined previously. This option is only available if the button is not already programmed.
Clear Content	Clears the content of the button.
Edit Number	Updates the current programmed content of the button.
Copy Button	Copies the current programmed content of the button.
Paste Button	Pastes the copied content to the selected button.

You can also click an empty button to open the Add Button Number dialog box, or click a pre-programmed button to open the Edit Button Number dialog box.



Add Button Dialog Box

2. In the **Type** listbox, select an NPL type.

   If the selected type is Network Numbers, a **Range** listbox appears to let you select a range within the network numbers.

3. In the **Function/Dial Number** listbox, type in the dial number of a feature or a station, or select a number in the list that opens.

   To register an internal or external number, or a feature code (refer to the *FlexSet User Guide*), enter the number directly in the **Function/Dial Number** listbox to override all other fields.

   The label of this function/dial number automatically appears in the **Label** box.

4. Click **Update Form** to update the Keyset Button Programming form.

5. Click **OK** or **Apply** to update the Administrator database.

6. To change stations within the Keyset Button Programming form, select a new station number in the **Station** listbox.

7. To print button labels, click the  icon at the top right-hand corner of the form.

   Special paper with perforated button labels, (CN 7244-7400406: *DKT Blank Labels*) can be acquired from the manufacturer.

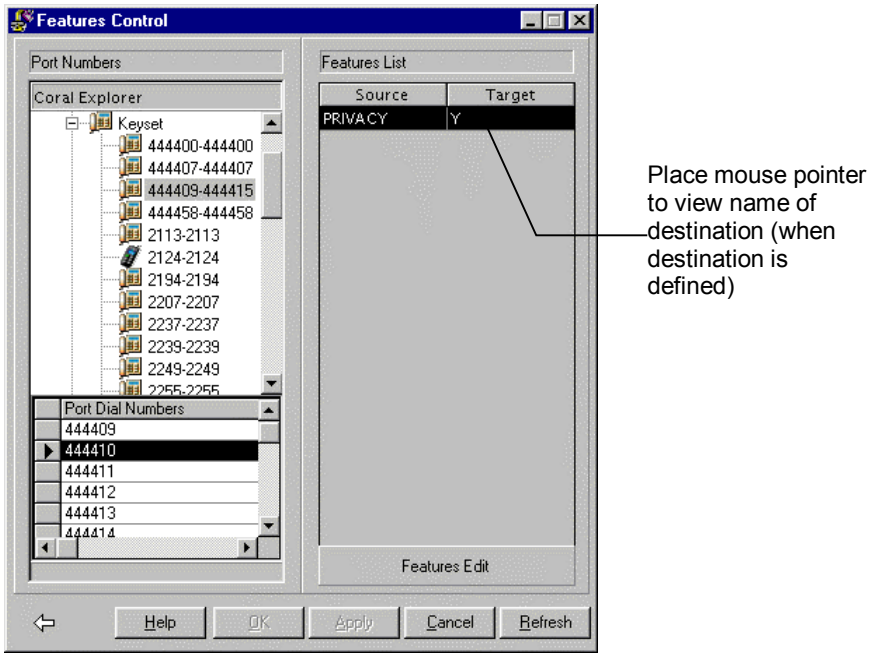
Features Control

The Features Control form allows you to modify the features list of dial numbers that can be activated either from the Administrator or from the Attendant Console. Dial numbers can be SLT or keyset stations.

To program features:

1. Under **Port Numbers**, select the dial number type and range.

   Available dial numbers for the selected type and range appear in the **Port Dial Numbers** list below.



Features Control Form

2. In the **Port Dial Numbers** list, select the required dial number.

   Currently programmed features appear on the right, under the **Features List**.

   The **Features List** divides into two columns:

   Source—displays the name of the feature.

   Target—displays the destination dial number for features with destination. Place the mouse pointer over this target to view the destination name.

3. Click **Features Edit** to add, remove, or update features as follows.

To add features:

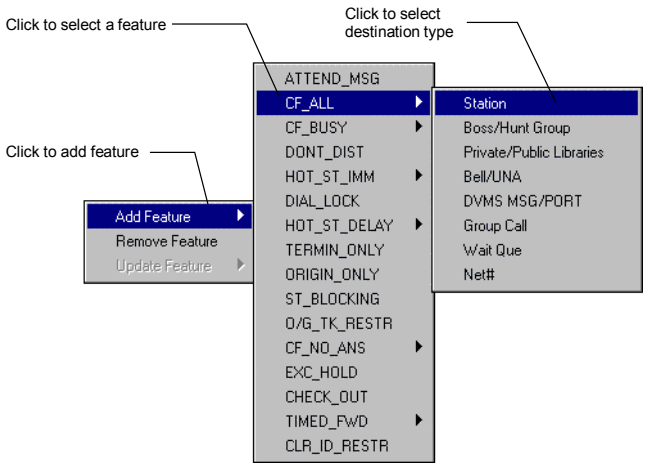
1. Click **Features Edit** and select **Add Feature**.

   A list of features appears. The list is pertinent to the type of dial number selected in the **Port Numbers** list.

2. Click the required feature.

   The feature is added to the **Features List**.

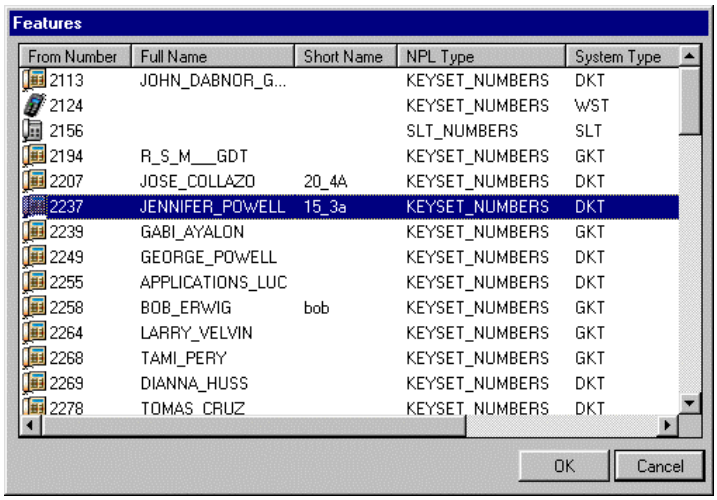
   If the feature you selected requires a destination, a list of destination types appears. This is illustrated in the following figure.



Add Feature Options

3. In the destination type list that opens, select a destination type.

   The Destination Numbers dialog box appears.



Destination Numbers Dialog Box

This dialog box lists in columns all the destination dial numbers available for the selected destination type along with Names, NPL Type, System Type, and Location (Shelf, Slot, Ckt).

- Click column headings to sort columns in ascending or descending order.
- Click and drag column headings to change width of columns.

4. Select a destination dial number.

5. Click **OK** to apply the destination number and to add the feature to the **Features List**.

To remove features:

1. Select the required feature in the **Features List**.
2. Click **Features Edit** and then select **Remove Feature** in the list that opens.

   The selected feature is removed from the list.

To update features:

1. Select a feature with destination in the **Features List**.
2. Click **Features Edit** and then select **Update Feature** in the list that opens.
3. Click the name of the feature that appears.

   A list of destination types appears.
4. Select the required destination and then select the destination dial number in the Destination Numbers dialog.
5. Click **OK** to close the dialog box and apply the new destination.

A full explanation of all the available features is shown on the following pages.

Features

ATTEND MSG **Attendant Message To Station**

Allows an attendant to leave a message at a station. When the message is delivered, message indication is automatically canceled.

CF ALL **Call Forward All**

Allows re-routing a call to another destination. When activated, all calls are re-routed.

CF BUSY **Call Forward Busy**

Allows re-routing a call to another destination when the user's station is busy or when the Boss Group's lines are all occupied.

DONT DISTURB **Do Not Disturb**

Inhibits incoming call signaling (ringing is turned off). Station can make calls. A caller to this station hears a reorder tone. Only a caller with DND Override can call the station.

HOT ST IMM **Hot Station Immediate**

Causes a station that offhooks to immediately route (connect) to a predefined destination.

As opposed to Hot Station Delay, where the programmed destination is dialed only after a defined time-out period.

DIAL LOCK **Dial Lock**

Locks the telephone against unauthorized usage.

HOT ST DELAY **Hot Station Delay**

When activated, a station rings another station, or automatically connects to a paging device, or automatically dials out when the handset is lifted and no digits are dialed within a short time (10-120 seconds, depending on the system).

As opposed to Hot Station Immediate, where the programmed destination is dialed immediately after an off-hook condition.

TERMIN ONLY **Station Terminating Only**

Prevents the station from originating any calls. Calls can only be received at this station.

ORIGIN ONLY **Station Originating Only**

Blocks all incoming calls. This station can only originate calls. A caller to this station hears a reorder tone.

ST BLOCKING **Station Blocking**

Prevents the station from making or receiving calls. A caller to this station hears a reorder tone.

O/G TK RESTR **Outgoing Trunk Restriction**

Prevents the station from making outgoing trunk calls.

CF NO ANS **Call Forward No Answer**

Allows re-routing a call to another destination. When activated, calls are re-routed only when the station is not answered, after a defined time period.

EXC HOLD **Exclusive Hold in Boss Group**

Ensures that a call placed on hold can be retrieved only at the station where Exclusive Hold was originally placed. If Exclusive Hold is not utilized, the call that was placed on hold can be retrieved by any other Keyset member of your Boss Group. This feature can be utilized for a specific call or for all calls.

CHECK OUT **Check Out**

Places the station in Check-Out status. When deactivated, the station is in Check-In status. This is a toggle feature.

TIMED FWD **Timed Call Forward**

Allows re-routing a call to another destination according to the time period defined system-wide. This feature is the same as Call Forward All, except that it operates at specifically designated hours.

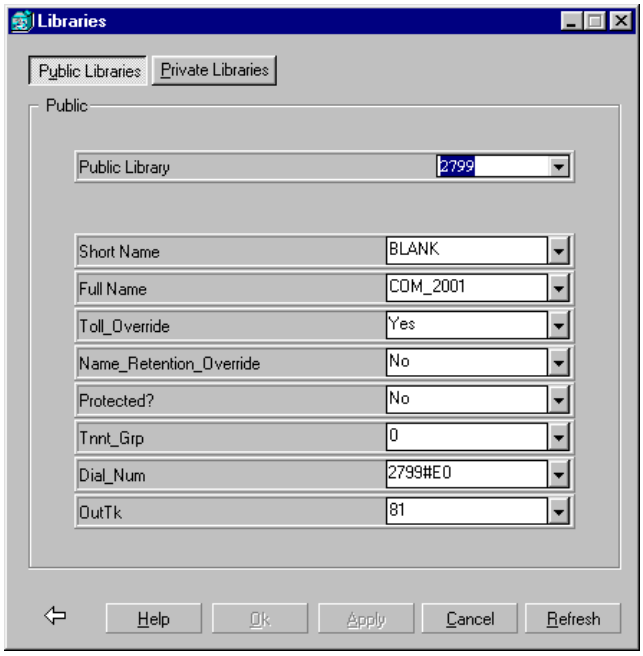
CLR_ID_RESTR **Caller Identification Restriction**

Restricts the presentation of the User's telephone/ID number at the calling party's destination.

Libraries

The Libraries form has two tabs: Public Libraries and Private Libraries.

To switch between the two libraries, click **Private Libraries** or **Public Libraries**. The form changes accordingly.



Libraries Form, Public Library

- Public Libraries—used to establish an abbreviated common access to frequently dialed numbers. The Public Library is also known as the system-wide speed dial.

  For public libraries, select a library number in the **Public Library** list. Continue to define or change values for the library parameters below.

- Private Libraries—used to establish an abbreviated personal (station-specific) access to frequently dialed numbers. The Private Library is also known as personal speed call.

  For private libraries, select a **Station Number** and a **Private Library** number. Continue to define or change values for **Enter Dial Number** and **Specific Tk** parameters.

A full explanation of all the available parameters is shown on the following pages.

Libraries Parameters

Public Libraries

Dial_Num — Dial Number

Defines the number to be dialed for the selected Public Library.

Do not include trunk or routing access number here. These should be entered in the SPECIFIC_TK option.

Various dialing instruction codes can also be utilized for external dialed numbers. The Dial Number can also be changed at the Attendant console when the console has the appropriate COS.

Code	Instruction
Dx	Delay of x seconds where x=1-9
E0	Stop dial (Keyset display shows ".")
E1	Outpulse wait period
E2	Send following digits as rotary/pulse
E3	Send following digits as DTMF
E4	Inhibit display
E5	Turns display on
E6	Wait for dial tone
E7	Not used
E8	Display "-" on Keyset display
E9	Calibrated opening (flash) on trunk (Keyset display shows "hf")

Full Name — Full Name

Defines the long name (up to 16 alphanumeric characters) of the Public Library entry. The name appears on keysets equipped with a display when the entry is accessed. When BLANK is defined, an entry name does not appear on the keyset display and the library entry dial number is displayed.

The library name is also displayed on the originating screen.

Name_Retention_Override — **Override System-Wide Name Retention, ACD/LIB Name Retention**

By default, when a call is forwarded, the *called party* name is retained and displayed on the keyset of the forwarded station. Set this option to Yes in order to allow the user to change the called party name on the forwarded display. The user does this at his/her keyset by defining and then dialing a new public library destination.

OutTk — **Out Trunk**

Any valid trunk, trunk group, dial service, Routing Access, Wait Queue, Network number or another Public Library dial number.

Select an option from the list to open a dialog, requesting you to enter or select a dial number or range, or enter NONE. If NONE is selected, a station attempting to dial this library number must also add the outside line access code.

Protected? — **Protected**

Set to Yes to deny the user the ability to change the content of the Public Library # used in NAME_RETENTION_OVERRIDE from his/her station.

Short Name — **Short Name**

Defines the short name (up to 5 alphanumeric characters) of the Public Library entry. The name appears on keysets equipped with a display when the entry is accessed. When BLANK is defined, an entry name does not appear on the keyset display and the library entry dial number is displayed.

The library name is also displayed on the destination screen.

Tnnt_Grp — **Tenant Group Number**

Defines the tenant group number required for accessing this Public Library entry. This option can be used to block certain users from dialing this external number.

Toll_Override — **Toll Override**

Determines if access to the library entry overrides Toll Barrier restrictions applying to the calling station Class of Service. Set this parameter to No to invoke Toll Barrier restrictions.

Private Libraries

Enter Dial Number **Enter Dial Number**

Enter the dial number for the selected Private Library number. When using the Private Library, various dialing instruction codes can also be utilized. The following table lists these codes

Code	Instruction
Dx	Delay of x seconds where x=1-9
E0	Stop dial (Keyset display shows ".")
E1	Outpulse wait period
E2	Send following digits as rotary/pulse
E3	Send following digits as DTMF
E4	Inhibit display
E5	Turns display on
E6	Wait for dial tone
E7	Not used
E8	Display "-" on Keyset display
E9	Calibrated opening (flash) on trunk (Keyset display shows "hf")

Specific TK **SpecificTrunk**

Any valid trunk, trunk group, dial service, Routing Access, Network number or another Public Library dial number.

Enter the dial number of the outside line access code (or Routing Access or Dial Service or trunk number), Public or Private Library, or station if a specific facility (group) is selected, otherwise enter N. If N is entered, a station attempting to dial this library number must also add the outside line access code.

Stations equipped with a display receive the display message:

ENTER TK/GROUP#.

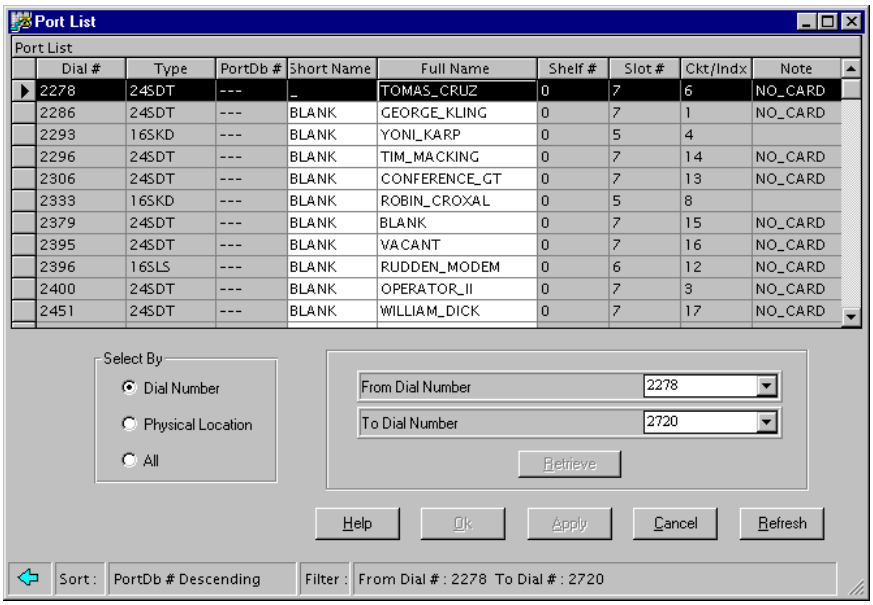
A Public Library dial number may be entered to gain dial access to a common carrier, or route over a private network, before the contents of the current library is dialed.

Port List

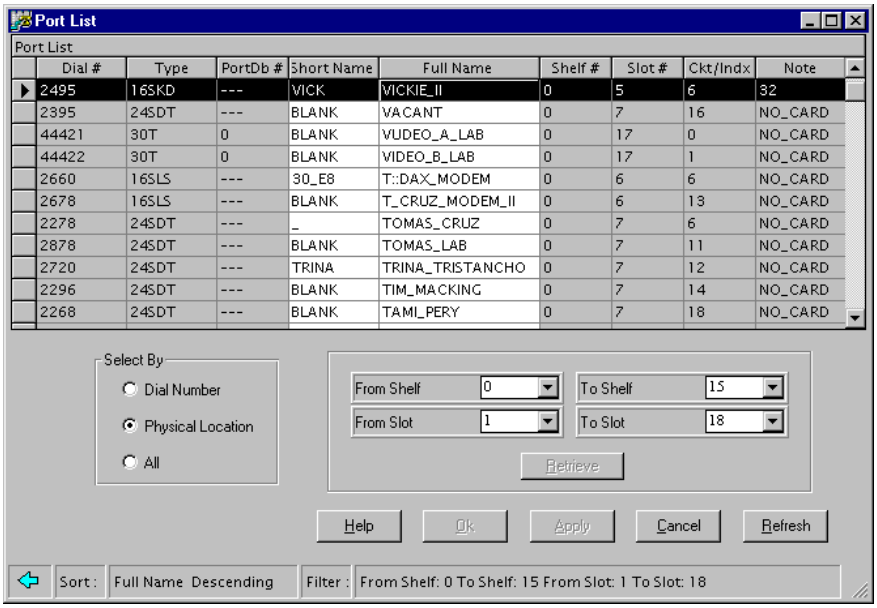
Initially, the Port List form opens with no table entries. You can display ports by dial number or by physical location. Alternatively, if required, all ports can be viewed.

To display the Port List:

1. Under **Select by**, select a filter to apply to the port list.
2. Enter filter parameters:
   - For **Dial Number**, enter **From Dial Number** and **To Dial Number** range in the box to the left.
   - For **Physical Location**, enter **From/To Shelf** range and **From/To Slot** range in the box to the left.
   - For **All** no parameters are required.
3. Click **Retrieve**. The Port List appears with the following parameters (regardless of which filter was used to display the port list): Dial #, Port Type, Port DB#, Short Name, Long Name, Shelf #, Slot #, Ckt and Note.



Port List Form, Filtered by Dial Number



Port List Form, Filtered by Physical Location

A status bar at the bottom of the form indicates currently applied filter and sort information.

Port List, Status Bar

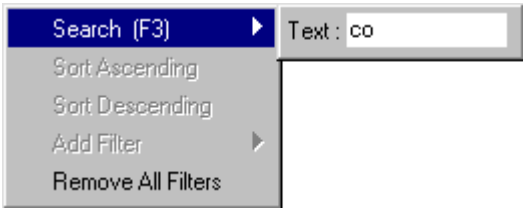
If the text in the status bar exceeds its box, place the mouse pointer over this box to view the entire text.

Editing Port List Parameters

The Short Name and Long Name parameters can be changed by clicking on the item you want to edit and entering the new name.

Searching in the Port List

1. Right-click anywhere in the list to open a shortcut menu.
2. Select the **Search (F3)** option.



Port List, Search Option

3. Enter the required search string.

   The system searches the entire table and highlights the first occurrence of the string.

❑ Launching from the Port List

Double-click a line in the Port List to launch the Station Definition form with the relevant port information displayed.

❑ Sorting the Port List

The Port List can be sorted by ascending or descending order for any one of the parameters, as required.

1. Click the heading of the column you wish to sort.
2. Right-click and select either **Sort Ascending** or **Sort Descending**.

   The port list is sorted accordingly and the sort parameter is indicated in the status bar of the form. See page 5-37.

❑ Adding Additional Filters

Further condense the Port List by filtering a specific parameter.

1. Select the required column.
2. Right-click, and select the **Add Filter** option.
3. Enter the specific text or number that you would like to view.

   For example, in the Slot # column, you may wish to display only the ports in Slot 7.

   The current Port list is re-filtered, according to the new filter (i.e., only Dial Numbers that reside on Slot 7 are displayed in the Port List).

   The filter information is indicated in the status bar of the form.

❑ Refreshing the Port List

To return to the original Port List format, right-click anywhere in the list and select **Remove All Filters**.

Hardware Data

The Hardware Data form provides hardware information pertinent to the Coral FlexiCom connected to the Administrator. The Administrator downloads this data from the FlexiCom and allows configuring physical data in order to build an accurate representation of the FlexiCom. This is then displayed on the Hardware Graphic Map form on page 5-46.

Configuration of physical layout data is done when setting up the system, and is saved into the FlexiCom database.

NOTE: It is recommended that hardware configuration is done by your dealer technician. However, no harm will occur to the system if this information is not entered correctly; the only consequence is that the Hardware Graphic Map will show incorrect information.

This configuration is needed only once during the life of the system. If the FlexiCom physical layout changes, you can reconfigure this data to match the change.

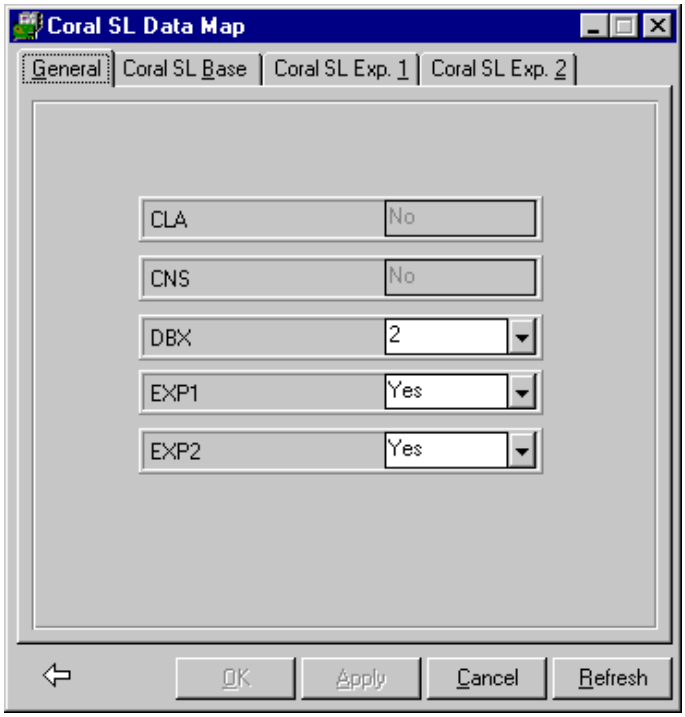
Read-only fields in the Hardware Data form display the FlexiCom type, some of the hardware components, and fixed data such as number of cards, location of the MCP unit, etc.

- Coral FlexiCom 200 (Coral SL) Data Map
- Coral FlexiCom 300 (Coral I) Data Map
- Coral FlexiCom 400 (Coral II) Data Map
- Coral III SVC Data Map
- Coral FlexiCom 5000 (Coral III 4GC) Data Map
- Coral FlexiCom 6000 Data Map (TBD)

Each of these forms allows modifying hardware layout parameters to provide an accurate representation of the Coral FlexiCom system.

❑ Coral FlexiCom 200 (Coral SL)

The Coral FlexiCom 200 Data Map form contains four tabs to define the hardware layout of a Coral FlexiCom 200 unit.



Data Map Form, Coral FlexiCom 200

1. In the General tab, select the number of DBXs (Database Extensions) and the number of expansion units according to the system hardware layout.

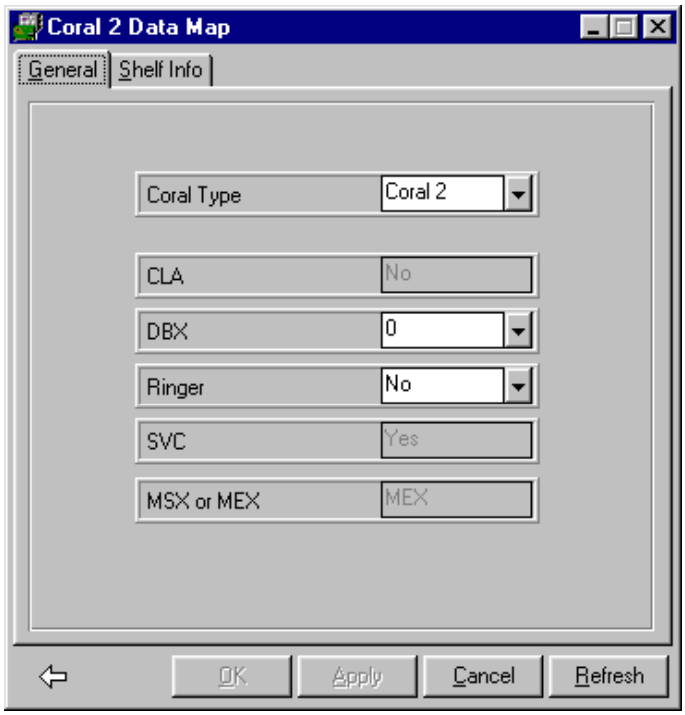
   The Coral FlexiCom 200 Exp. 1 and 2 tabs become available accordingly.

2. Configure the Base unit parameters in the Coral FlexiCom 200 (SL) Base tab.

3. In the Coral FlexiCom 200 (SL) Exp. 1 and 2 tabs, define CSLX expansion unit parameters. These tabs are not available if you do not select expansion units in the General tab.

❑ Coral FlexiCom 300 and 400 (Coral I, II, III SVC)

By default, the Hardware Data form of FlexiCom 300 and 400 is initially configured to FlexiCom 400, as shown in the figure below.



Hardware Data Form, Coral FlexiCom 400

1. To change the type, select the required type in the **Coral Type** box.

   The form changes accordingly and the title of the form indicates the selected type.

IMPORTANT: Before changing Coral FlexiCom type, make sure to close all other hardware configuration forms (Card List and Hardware Graphic).

2. After selecting the required Coral Type, select the number of DBXs and other data in the General tab.

3. For Coral III SVC, you can also define PPS and RPS in the Shelf Info tab.

❑ Coral FlexiCom 5000 (Coral III 4GC)

The Hardware Data form of Coral FlexiCom 5000 contains a general tab and up to five additional tabs corresponding to the five cabinets available on the Coral FlexiCom 5000.

You can select the number of cabinets and the Control Unit cabinet according to the hardware layout of the system.

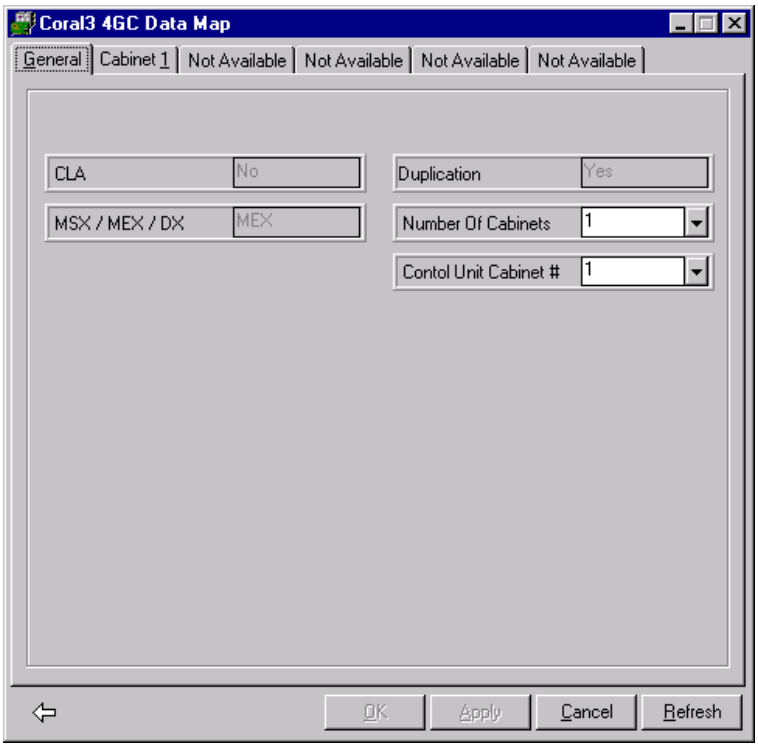


Figure 1. Hardware Data Form, Coral FlexiCom 5000

To specify the number of cabinets:

1. In the General tab, select the required number in the **Number of Cabinets** box.

   The selected number determines how many Cabinet tabs become available.

   In the example in Figure 1 the number of cabinets is 1. Therefore, only the Cabinet 1 tab is available.

2. In the **Control Unit Cabinet #** box, select the cabinet that hosts the Control unit.

   The control unit always resides on the lowest shelf of the cabinet and cannot be more than two cabinets away from any cabinet. For example:

If the number of cabinets is five, the control shelf must reside on cabinet 3.

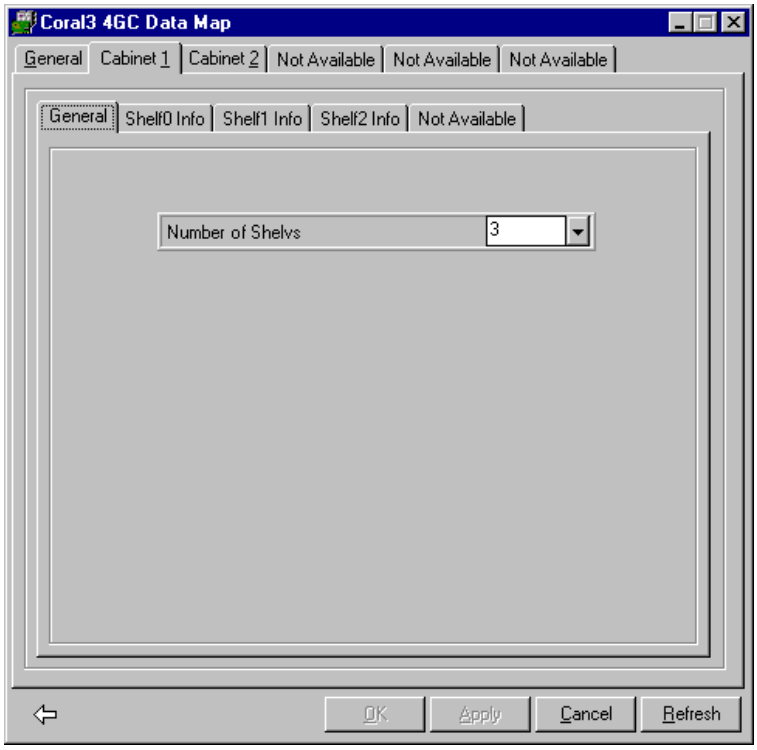
If the number of cabinets is four, the control shelf can reside on cabinet 2 or 3.

If the number of cabinets is three, the control shelf can reside on any of the shelves.

Each cabinet tab that becomes available hosts a subsequent General tab and up to four Shelf Info tabs.

In the general tab of each cabinet, select the number of shelves in this cabinet.

According to the selected number, Shelf Info tabs become available. In the following figure, the number of shelves is 3. Therefore, three Shelf Info tabs are available.



Hardware Data Form, Coral Flexicom 5000, Cabinet 1, General Tab

Use the Shelf Info tabs to define the required hardware layout of the system.

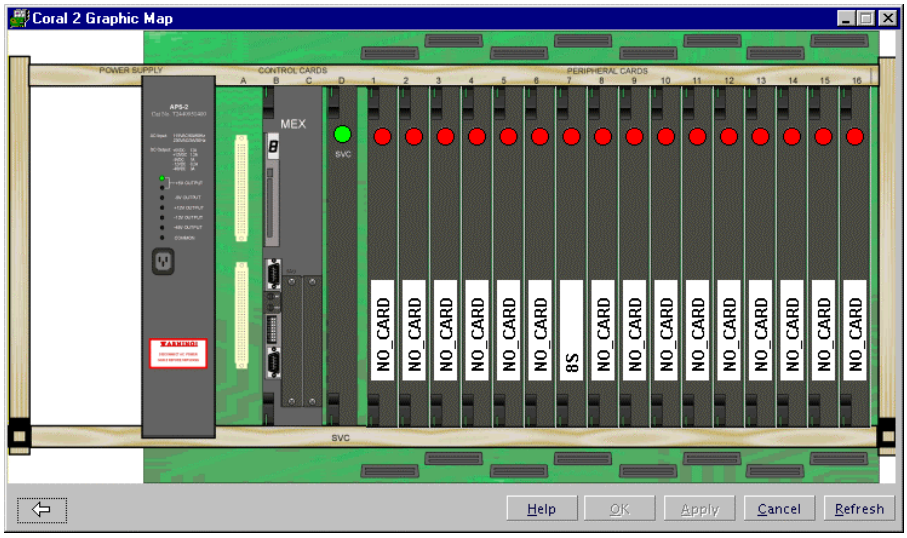
Parameter	Description
Shelf Physical Location	Shelves in the Coral FlexiCom 5000 system are numbered from the bottom. Range is 0 to 3, according to the number of shelves selected for the cabinet.
Shelf Logical Location	This is the FlexiCom logical address of the shelf and is numbered 0 to 15 in duplication system. 0 to 7 in non duplicate system. The range shows even or odd numbers according to the PB setting. The user should indicate for each physical location the proper shelf logical address or indicate No Shelf in this location.
PPS	Select Yes or No according to the system hardware configuration.
RPS	Select Yes or No according to the RPS system hardware configuration.
Remote	Select Yes for a shelf in a remote location.
Remote Site Name	Available only if Yes is selected in the **Remote** box. The name will appear in the Graphic Map.
PB Card	PB and PB 24 generate an even range values of logical locations. No PB generates an odd range of values.

Hardware Graphic Map

The Hardware Graphic Map form graphically displays the FlexiCom system configuration. The picture that is displayed depends on information entered at the time of installation by your dealer.

NOTE: If the hardware graphic map does not precisely display the hardware configuration that you have, please contact your local dealer to configure.

The following figure illustrates a Hardware Graphic Map of the Coral FlexiCom 400 system.



Hardware Graphic Map, Coral FlexiCom 400

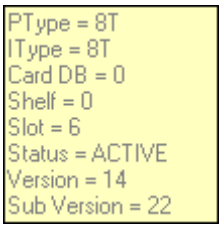
The LEDs on the card denotes the status of the card:

- Green - active
- Red - not active (any other status)

❑ Viewing cards information

Right-click a peripheral card and select Card Information in the shortcut menu that appears.

Information relating to the card appears in a yellow box to the left of the card.



NOTE: Double-click a peripheral card to open its Port List form. You can then proceed to editing ports for this card. See "Port List" on page 5-35 for more information on this form.

Class of Service (COS)

The COS (Class of Service) report enables you to keep track of the values assigned to each COS.

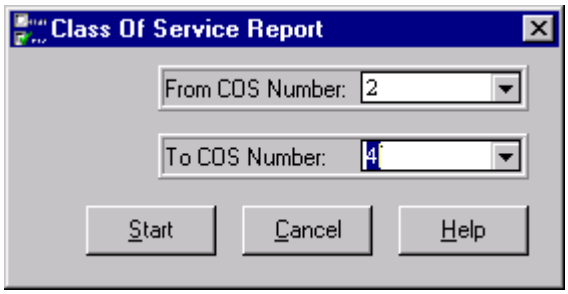
A COS is a list of telephony features that are enabled or disabled on the Coral FlexiCom. A COS assigned to a station governs the features enabled or disabled at that station. Some of the disabled features can be overridden by the Administrator, but not from the station itself.

The Coral FlexiCom can be programmed with a number of different Classes of Service. Each station is marked with two Classes of Service, Primary and Secondary (each different station may be assigned different Classes of Service). The Primary COS usually governs the normal workday authorizations. The Secondary COS can be initiated when the user signs off, enacting a new set of permissions for the station. A typical example would be to block international calls otherwise enabled by the Primary COS.

The COS Report is read-only and can be printed or exported to several file formats. One or more Classes of Service can be displayed at any one time.

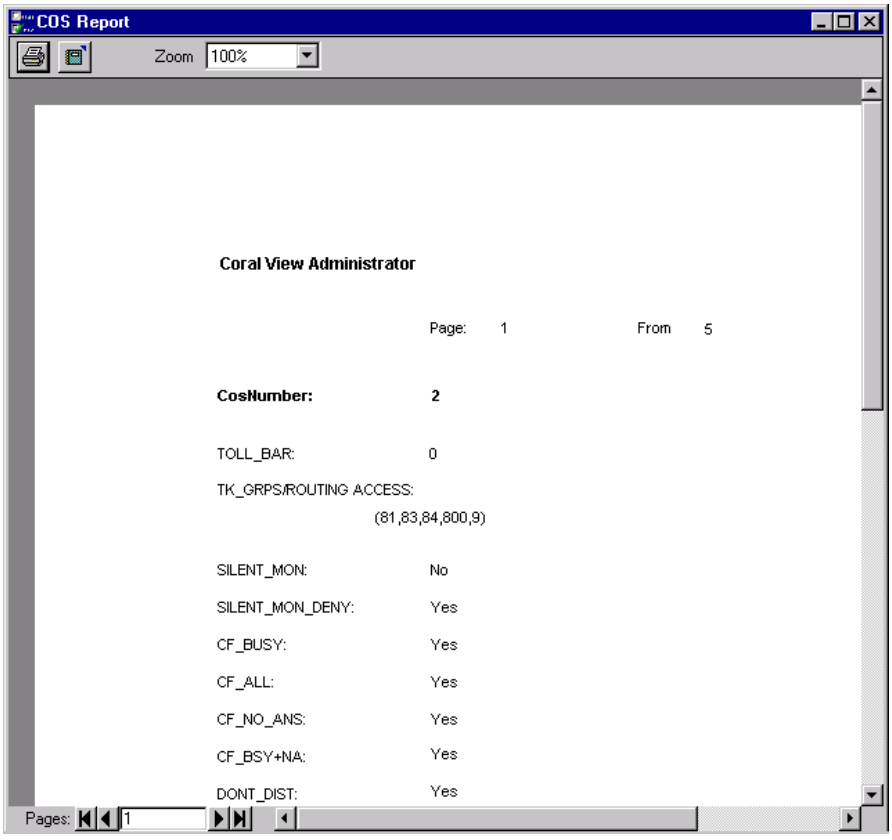
To generate the report:

1. Select From COS number.
2. Select To COS number.
3. Click **Start** to generate the report.



Class of Service Report Dialog Box

Allow the Report Viewer window a few minutes to appear.



COS Report

Click  to print the report, or click  to export the report into other file formats (available formats are: text, htm, and html).

If the report spans over more than one page, use the **Left** and **Right** arrows on the bottom of the window to browse through the report pages.

A full explanation of all the available parameters is shown on the following pages.

COS Parameters

Stations and Trunks

CAMP_ON **Camp On**

Defines whether a station user can camp on (queue to) a busy station, non-answering station and busy outside line.

CF_ALL **Call Forward All Calls**

Defines whether a station user can forward all his calls to another destination determined by the station user.

CF_BUSY **Call Forward If Station Is Busy**

Defines whether a station user can forward the station's calls to another destination determined by the station user when user station is busy.

CF_BUSY+NA **Call Forward If Station Is Busy or Not Answered**

Defines whether a station user can forward the station's calls to another destination determined by the station user when user station is busy or unanswered.

CF_NO_ANS **Call Forward If No Answer**

Defines whether a station user can forward the station's calls to another destination determined by the station user when user station is not answered.

CONF **Conference**

Defines whether a station user or trunk can use the Join a Meet-Me Conference or Progressive Add-On conference features.

DND_WP **Do Not Disturb Whisper Page**

Defines whether a station user can prevent other users from "whispering" to their station while engaged in conversation. Yes allows the user to use the Do Not Disturb Whisper Page function.

DONT_DIST **Do Not Disturb**

Defines whether or not a station user can activate the Do Not Disturb (block incoming calls) feature.

GROUP_PICKUP **Group Pickup**

Defines whether a station user can answer any ringing station in his own user group by dialing the Group Pickup code.

HOLD **Hold**

Defines whether a station user can place a call on hold.

MESSAGE **Message Indication**

Defines whether a station user, or E&M trunk, may leave a message indication at a destination station, where the destination is a keyset or SLT equipped with a message waiting lamp.

PAGE **Public Address**

Defines whether a station user can activate the RMI/ASU (RLY1, CKT7 on the RMI/ASU or CKT 23 on the 8DRCM card) page loudspeaker, typically used for the public address system. (This option is relevant only when a second music source is not connected to MP-2.)

PAGE_Q **Page Queue**

Defines whether a station user or E&M trunk call can place a call on page queue.

PTRN_TABLE **Pattern Table**

Defines a pattern table for this COS.

SILENT_MON **Silent Monitoring**

Defines whether a station user, or E&M trunk, is allowed to monitor any system port, station, trunk, etc. in any state *without* the monitored party receiving audio or visual warning.

SILENT_MON_ DENY **Silent Monitoring Deny**

Defines whether a station is protected against other users from monitoring its calls.

TK_GROUPS/ ROUTING ACCESS **Trunk Groups and Routing Access**

Identifies the Trunk Groups and Routing Access which may be used for outgoing calls when this COS is defined for the Station or Trunk.

V_PAGE **Voice Page**

Defines whether a station user can voice page a keyset.

WHISPER_PAGE **Whisper page**

Defines whether a station user can use the Whisper Page feature. When set to Y, the station can page one party of an ongoing conversation. The party on the other end of the ongoing conversation does not hear the whisper page.

ACD

CALLS_WAIT **Calls Waiting**

Determines whether a station user can view the number of waiting calls for any ACD group.

LOAD_ID **Load ID**

Determines whether an ACD member can load an ID number.

LOG_IN/OUT **Login/Logout**

Determines whether a station user can login or logout independently of the ACD group. Also defines log-in to a primary group feature.

RELEASE_ RESUME_ALL **Release/Resume All**

Determines whether an ACD/UCD group member can independently Release/Resume to or from all groups of which he or she is a member.

RELEASE_ RESUME_SINGLE **Release/Resume Single UCD**

Determines whether a UCD group member can independently Release/Resume from a single UCD group.

WRAP_UP_CODE **Wrap-up Code**

Determines whether an ACD member can activate a wrap-up code, after and ACD incoming call has been completed.

WRAP-UP TIME **Wrap-up Time**

Determines whether and ACD/UCD member can activate the wrap-up time feature.

KEYSET

AUTO_ANS **Auto Answer**

Defines whether a keyset station user can activate auto (hands-free) answer of calls.

AUTO_ANS_V_PAGE **Auto Answer To Voice Page**

Determines whether a keyset station user can activate automatic answer (open microphone) of voice page calls to the user's station.

IDLE_DISPLAY **Idle Display**

Determines whether the idle display (Name, Number, Date and Time) can be turned on or off at the keyset station. Allows showing or hiding the clock/date/station identification display. This option is relevant only for keysets equipped with a display window.

MUSIC **Music**

Determines whether a keyset station user can activate the background music on/off feature.

This is dependent upon a music source being connected and the music being programmed.

PROGRAM **Program**

Defines whether a keyset or wireless station user can program the programmable keys (and PEM/MPEM/DPEM when provided).

RING_ADJ **Adjust Ring Level, Frequency, Cadence**

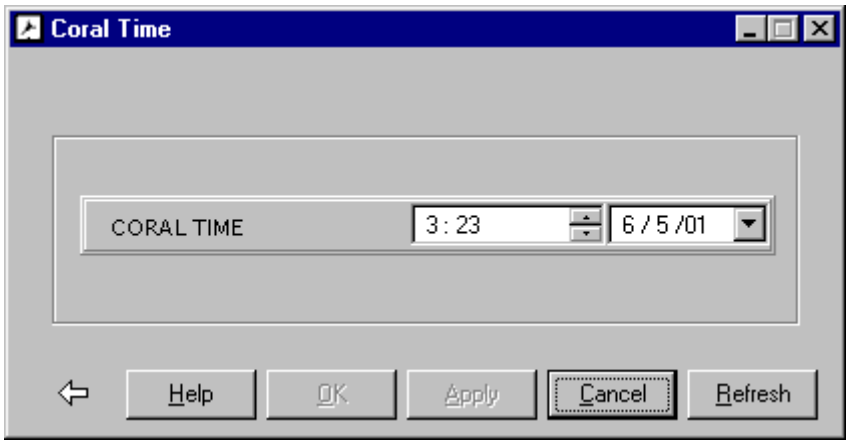
Determines whether a keyset station user can adjust the keyset ring volume, frequency and cadence levels.

V_PAGE_IN **Incoming Voice Page On/Off**

Determines whether a keyset station user can activate the voice page on/off feature. This allows blocking or permitting the keyset from receiving private and/or zoned page calls.

Coral Time

The Coral Time form is used to set the system time and date.

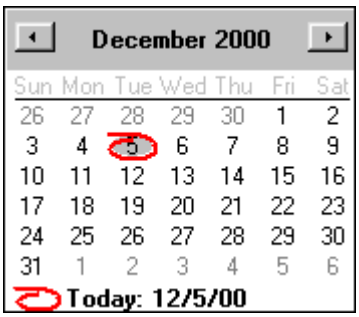


Coral Time

To set the system time and date:

1. In the **Coral Time** box, type in the required hour or use the arrows to change hours and minutes.

2. In the **Date** box, click the down arrow. The Date Navigator appears.



3. Click the month name and then select a month in the list that opens to quickly go to another month.

   Alternatively, use the **Left** and **Right** arrows to move between months.

4. Click a date to set the system's date. A red circle marks today's date.

5. Click the year and then scroll up or down to go to another year.

6. Printing FlexSet Labels

After entering station information into the Administrator, you may create button labels to be printed out for the FlexSets.

The DESI™ Labeling System is used to label the buttons on the FlexSet. DESI Plus is a user-friendly and powerful telephone designation strip program, which enables an office printer to quickly create labels custom designed for the various FlexSet models.

The sheets of peel-off stickers are provided to label the FlexSet buttons with names and phone numbers. To choose the appropriate label sheet layout designated for the specific FlexSet model, refer to the table below.

Paper size: A4

Label Sheet Catalog #	Details	FlexSet Model
7244-7400420	26 buttons, with Navigator	280S
7244-7400421	28 buttons	280/280D
7244-7400422	10 buttons, with Navigator	120S
7244-7400423	12 buttons	120/120D/120L
7244-7400424	40 buttons	40B

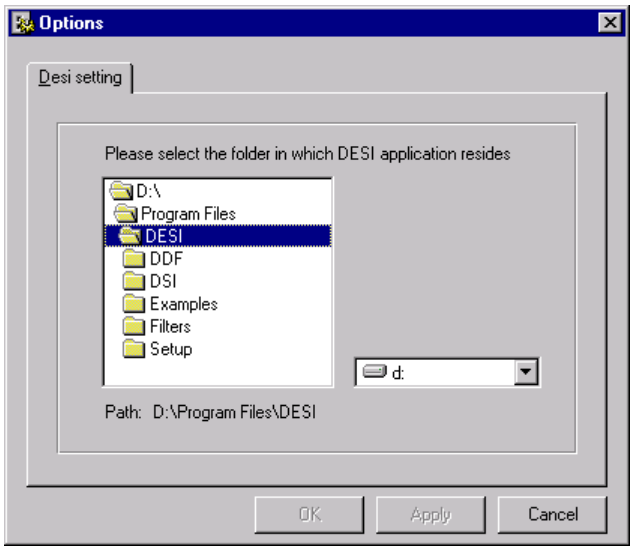
Paper size: Letter (8 ½x 11")

Label Sheet Catalog #	Details	FlexSet Model
7244-7400430	26 buttons, with Navigator	280S
7244-7400431	28 buttons	280/280D
7244-7400432	10 buttons, with Navigator	120S
7244-7400433	12 buttons	120/120D/120L
7244-7400434	40 buttons	40B

DESI Settings

Before you can print any labels you must first direct the Administrator to locate the DESI application. This does not need to be repeated once it is set.

1. From the menu bar, select
   Start > *Options*



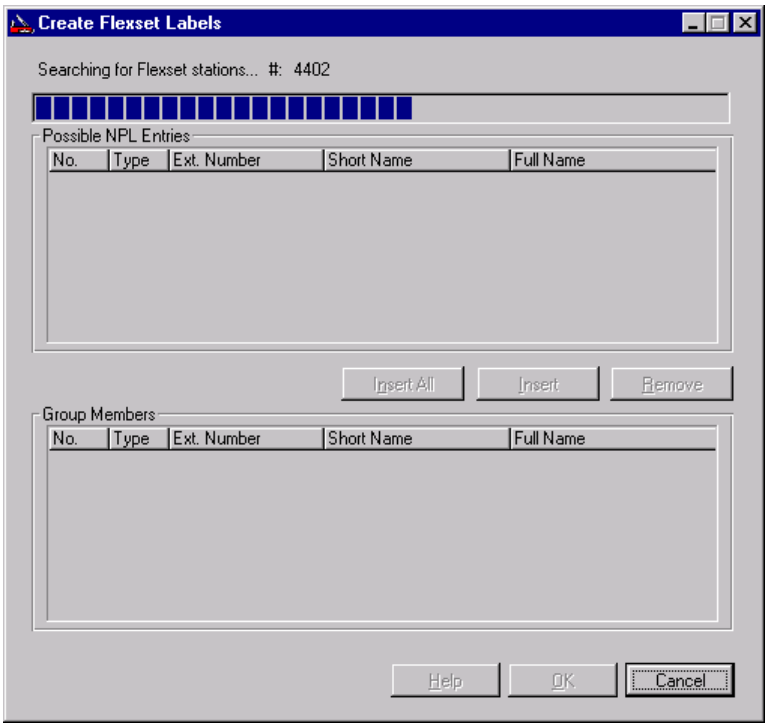
2. On the Options dialog, select the location of the DESI application. Currently this is set to the default location. This will only need changing if you installed the DESI application in a different directory.

3. Click **OK**.

Creating FlexSet Labels

Create labels for one or more FlexSets as follows:

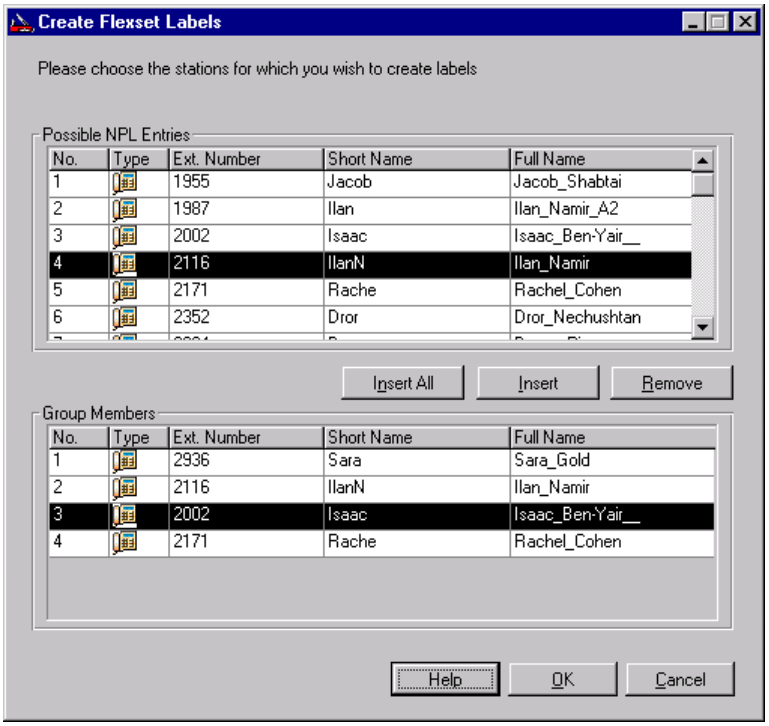
1. Launch the FlexSet labeling utility from the menu bar by clicking the  icon on the *Utilities* toolbar, or by selecting
   Utilities > *Create Flexset Labels*



The utility will take a few minutes to scan all the FlexSets connected to the system and create a list.

NOTE: FlexSets are located according to physical type and not installation type.

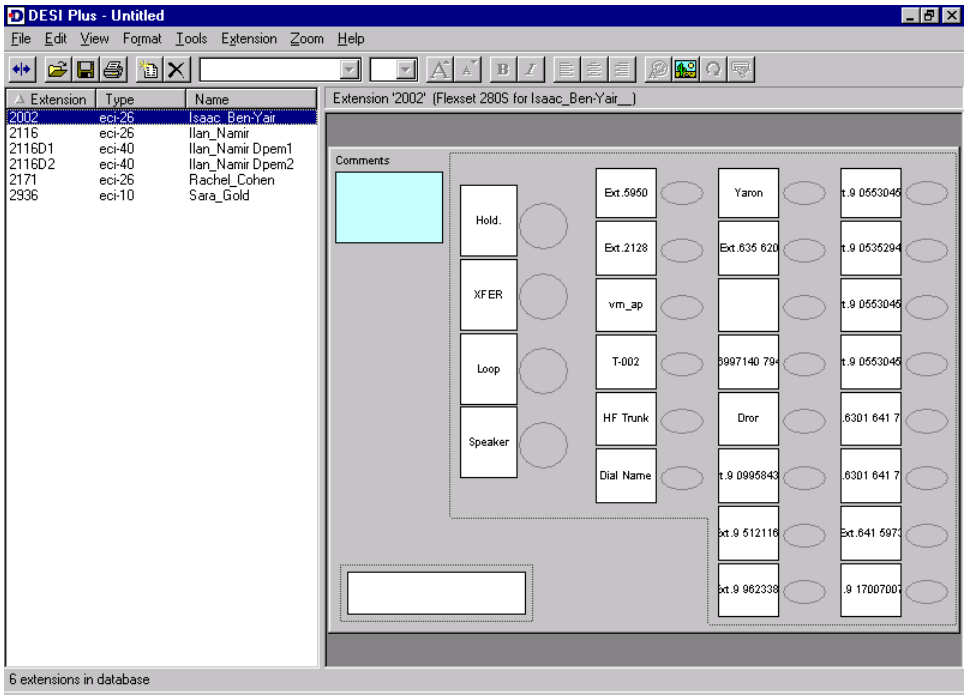
2. From the list of Possible NPL Entries, select the required FlexSet stations and click **Insert** to move them onto the list below. To insert all stations in the list, click **Insert All**. Click **Remove** to deselect a highlighted station.



You may search, sort and filter records in the same way as the Port List (see page 5-37).

3. Click **OK** to open the DESI Plus application database , automatically populated with the FlexSet stations selected. If a FlexSet has one or more FlexSet 40B attached, the DESI Plus will also display these.

4. Select a FlexSet from the list on the left pane, and the label information for that station will appear on the right pane.



You can now modify label names, add pictures and more as required, as described in the DESI User Guide included on the Administrator CD-ROM.

NOTE: The information displayed is stored on the Administrator. Nothing is saved on the DESI application until you press Save. Ensure that you Save before you close the application or the changes you made will be lost.

5. You can save the information to the DESI database at any stage.

6. Print the required labels by clicking the toolbar icon, as described in the DESI User Guide.

Glossary

This section provides explanations and definitions to common terms and abbreviations used in this manual.

Term/ Acronym	Description
Administrator	CoralVIEW Administrator application
API	Application Programming Interface serves as an interface between an application program and the operating system on which it resides. Similar to a driver.
Baud	Unit of signaling speed equivalent to the number of discrete conditions or events per second. If each signal event represents only one bit condition, baud rate equals Bps (bits per second).
BCCOS	Bearer Capability COS.
Boss Group	Boss groups may be used to direct a call to several stations simultaneously. Calls directed to a Boss group ring at all members assigned to ring within the group, then may be directed to members which are assigned to ring after a delay.
Camp On	When a station is busy or does not answer, or when an outside line is busy, an agent may request that the system automatically calls back when the required destination number is available.
Channel	A path for electrical transmission between two or more points. Also called a link, line, circuit or facility.
CNF	Conference cards. Can be installed in any universal or shared service card slot.

Term/ Acronym	Description
COS	Class of Service.
Database	As related to telephony, the information in a PBX that consists of the site unique programming.
DB	Database.
DKT	Digital Key Telephone
DPEM	Digital Programmable Extension Module.
DST	Digital Standard Telephone, or Digital Single-Line Telephone
E&M	Tie Line signaling leads.
E&M Signaling	Voice transmission system that uses separate paths for signaling and voice. The “M” lead (mouth) transmits signals to the remote end of the circuit while the “E” lead (ear) receives incoming signals.
EKT	Electronic Key Telephone
GKT	Graphic Key Telephone/Terminal
HI	Human Interface. Same as PI (Program Interface).
ISDN	Integrated Services Digital Network–A carrier provided service that accommodates a variety of switched digital data and voice transmissions simultaneously.
IVR	Interactive Voice Response similar to voice mail systems, but has the added ability to request or act upon information gained from the caller.
KB0	Communication port (RS-232) to the Coral system. KB0 always resides on the MCP.
KB1	Keyboard Number 1 on the Coral FlexiCom 200.

Term/ Acronym	Description
Kbps	Kilo (thousands) bits per second.
Keyset	EKT/VDK/DKT/DST/GKT/FlexSet Telephones
Network	(1) an interconnected group of nodes. (2) A series of points, nodes, or stations connected by communications channels; the collection of equipment through which connections are made between data stations.
Node	A point of interconnection to a network.
NPL	Numbering Plan. The NPL determines system-wide dialing plan for all hardware and software identifiers used for programming purposes (up to 8 digits).
ODB-API	Open DataBase-Application Programming Interface. The Administrator application uses this protocol to interface with the Coral FlexiCom.
PEM	Programmable Expansion Module for use with VDKs and enhanced EKTs.
PI	Program Interface. A menu-driven interface system for programming the Coral FlexiCom. Uses terminal emulation to connect to the Coral.
RMI	Remote Maintenance Interface circuit card to be installed in any universal card slot. It supplies 3 RS-232 ports, a 300-baud modem, relay contacts for night bells or alarm notification, music on hold input and paging output..
SLT	Single Line Telephone (same as IST).
SMDR	Station Message Detail Recording.
TK, Trk	Trunk.

Term/ Acronym	Description
Trunk	A single circuit between two points, both of which are switching centers or individual distribution points. A trunk usually handles many channels simultaneously.
UNA	Universal Night Answer is a generic term used to describe a bell or device used to announce a ringing call.
VFAC	Verified Forced Authorization Codes are used to make users accountable for their calls by attaching a unique code to each SMDR record for billing or toll fraud prevention.
Wireless	Wireless telephone

Index

G

H

I

L

M

N

P

R

S

T

U

V